

November, 2009

*Final report to the
Iowa Department of Human Services*

Evaluation of Iowa's Medicaid Managed Care Program

Results of the 2009
Survey of Iowa Medicaid Managed Care Enrollees

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This study was supported by the Iowa Department of Human Services and the US Department of Health and Human Services, Center for Medicare and Medicaid Services. The results and views expressed are the independent products of University research and do not necessarily represent the views of the funding agencies or the University of Iowa.



PREFACE

This report presents the results of a study of how Iowa Medicaid managed care enrollees rated the health plans they were enrolled in during 2008-2009 on a variety of measures. It was conducted at the request of the Iowa Department of Human Services as part of their continuing quality assurance activities with health plans participating in Medicaid.

The basis for the survey instrument was the Consumer Assessment of Healthcare Providers and Systems (CAHPS), which is part of a national effort to evaluate health plans and provide consumers and purchasers with information about the quality of care provided through these plans.

CAHPS is sponsored by the Agency for Health Care Research and Quality (AHRQ). The CAHPS instrument was modified for use in this study by researchers at The University of Iowa Public Policy Center, in collaboration with the Iowa Department of Human Services (IDHS), and researchers at RAND. The core CAHPS survey instrument was modified to include additional questions about access to care, dental care, and how respondents received information if they had questions about their health plan.

Researchers at The University of Iowa Public Policy Center conducted this study with funding provided by the IDHS and the US Department of Health and Human Services Center for Medicare and Medicaid Services (CMS). Researchers from RAND, one of the developers of the CAHPS survey, also collaborated and provided technical assistance with this project.

Information and conclusions presented in this report are the responsibility of the authors, and do not represent the views of the IDHS, the CMS, the health plans, or The University of Iowa.

Table of Contents

| | |
|--|-----------|
| PREFACE..... | 2 |
| ACKNOWLEDGMENTS..... | 6 |
| CHAPTER 1: INTRODUCTION, METHODS AND SUMMARY | 7 |
| INTRODUCTION | 7 |
| METHODOLOGY | 8 |
| DESCRIPTION OF SURVEY INSTRUMENT | 10 |
| KEY FINDINGS FROM THE 2009 SURVEY | 11 |
| CHAPTER 2: CHILD 2009 RESULTS | |
| (MEDIPASS AND FEE-FOR-SERVICE) | 13 |
| DEMOGRAPHICS | 13 |
| HEALTH STATUS & SPECIAL NEEDS | 14 |
| ACCESS TO CARE & USE OF SERVICES | 15 |
| <i>Access to care</i> | <i>15</i> |
| <i>Unmet need for care in the last 6 months</i> | <i>16</i> |
| DOCTORS AND VISITS | 17 |
| <i>Emergency care</i> | <i>18</i> |
| <i>Preventive care</i> | <i>18</i> |
| <i>Specialty care</i> | <i>18</i> |
| BEHAVIORAL AND EMOTIONAL HEALTH CARE | 19 |
| PRESCRIPTION MEDICATION | 20 |
| DENTAL CARE | 20 |
| QUALITY OF HEALTH CARE..... | 22 |
| <i>Rating of all child's health care</i> | <i>22</i> |
| <i>Rating of child's personal doctor</i> | <i>22</i> |
| <i>Rating of specialist child saw most often</i> | <i>23</i> |
| <i>Figure 2-8. Rating of specialist child saw most often</i> | |
| <i>by health plan – 2009.....</i> | <i>24</i> |
| <i>Experience with child's personal doctor.....</i> | <i>24</i> |
| <i>Rating of child's dental care</i> | <i>26</i> |
| <i>Rating of Medicaid health plan.....</i> | <i>26</i> |
| <i>Plan customer service & information</i> | <i>27</i> |
| CHAPTER 3: ADULT 2009 RESULTS | 29 |
| DEMOGRAPHICS | 29 |
| HEALTH STATUS AND CHRONIC CONDITIONS..... | 30 |
| ACCESS TO CARE & USE OF SERVICES | 30 |
| <i>Access to care</i> | <i>30</i> |

| | |
|--|-----------|
| <i>Unmet need for care in the last 6 months</i> | 32 |
| DOCTORS & VISITS | 32 |
| <i>Emergency care</i> | 33 |
| <i>Preventive care</i> | 34 |
| <i>Specialty care</i> | 34 |
| MENTAL AND EMOTIONAL HEALTH CARE | 34 |
| PRESCRIPTION MEDICATION | 35 |
| DENTAL CARE | 36 |
| QUALITY OF HEALTH CARE | 37 |
| <i>Rating of all health care</i> | 37 |
| <i>Rating of personal doctor</i> | 37 |
| <i>Rating of specialist adult saw most often</i> | 38 |
| <i>Rating of dental care for adults</i> | 39 |
| EXPERIENCE WITH PERSONAL DOCTOR | 39 |
| QUALITY OF HEALTH PLAN | 41 |
| <i>Rating of Medicaid health plan</i> | 41 |
| <i>Plan customer service and information</i> | 41 |
| CHAPTER 4: SSI CHILD 2009 RESULTS | 43 |
| DEMOGRAPHICS | 43 |
| HEALTH STATUS & SPECIAL NEEDS | 43 |
| ACCESS TO CARE & USE OF SERVICES | 44 |
| <i>Access to care</i> | 44 |
| <i>Unmet need for care in the last 6 months</i> | 45 |
| DOCTORS AND VISITS | 46 |
| <i>Emergency care</i> | 47 |
| <i>Preventive care</i> | 47 |
| <i>Specialty care</i> | 47 |
| BEHAVIORAL AND EMOTIONAL HEALTH CARE | 47 |
| PRESCRIPTION MEDICATION | 48 |
| DENTAL CARE | 48 |
| QUALITY OF HEALTH CARE | 50 |
| <i>Rating of all child's health care</i> | 50 |
| <i>Rating of child's personal doctor</i> | 50 |
| <i>Rating of specialist child saw most often</i> | 50 |
| <i>Experience with child's personal doctor</i> | 51 |
| <i>Rating of child's dental care</i> | 51 |
| <i>Rating of Medicaid health plan</i> | 51 |
| <i>Plan customer service & information</i> | 52 |
| <i>Conclusions</i> | 52 |



APPENDICES

| | | |
|-------------|--|-----|
| Appendix A: | Child Medicaid Survey 2009: Item Responses by Health Plan | A-1 |
| Appendix B: | Adult Medicaid Survey 2009: Item Responses by Health Plan | B-1 |
| Appendix C: | 2009 Child MediPASS Survey Instrument | C-1 |
| Appendix D: | 2009 Child SSI Survey Instrument | D-1 |
| Appendix E: | 2009 Adult MediPASS Survey Instrument | E-1 |



ACKNOWLEDGMENTS

The authors would like to thank Mr. Dennis Janssen, Bureau Chief, Bureau of Managed Care & Clinical Service, Iowa Department of Human Services for his help in completing of this research and for creating an environment conducive to conducting this evaluation.

Ron Hays, PhD, and Julie Brown, PhD, of RAND provided excellent technical assistance regarding the development and analysis of the latest version of the CAHPS[®] instrument used in this study.

Mary Losch and staff at the University of Northern Iowa, Center for Social and Behavioral Research conducted the telephone follow-up calls for the enrollee survey in a professional and efficient manner.

Special thanks to our colleagues at the Public Policy Center. Kathy Holeton, administrative assistant, Teresa Lopes, editor, and Amy Gros-Louis, professional departmental assistant, all provided valuable assistance in this research. Lindsay Lafayette, University of Iowa student research assistant, contributed excellent research support throughout the project.



CHAPTER 1: INTRODUCTION, METHODS AND SUMMARY

Introduction

As part of the ongoing quality assurance activities of Iowa's Medicaid Managed Care Program, the Iowa Department of Human Services (IDHS) has been contracting with researchers at The University of Iowa Public Policy Center to conduct a survey of adults and children enrolled in the Iowa Medicaid managed care programs. In 2009, MediPASS, the primary care case management (PCCM) model managed care program, is the only Medicaid managed care option in the state. MediPASS is operated by the IDHS rather than contracted to a private vendor. Enrollees have the opportunity to choose a primary care physician who acts as their primary care case manager; the identified primary care physician then approves use of specialty and emergency services. As of February 1, 2009 (the time the survey began), there were 160,216 Iowans enrolled in MediPASS. The current distribution of MediPASS counties is shown in Figure 1-1.

Adults enrolled in the Medicaid fee-for-service and MediPASS programs were surveyed, along with parents of children in the Medicaid Fee-for-service, MediPASS and SSI programs

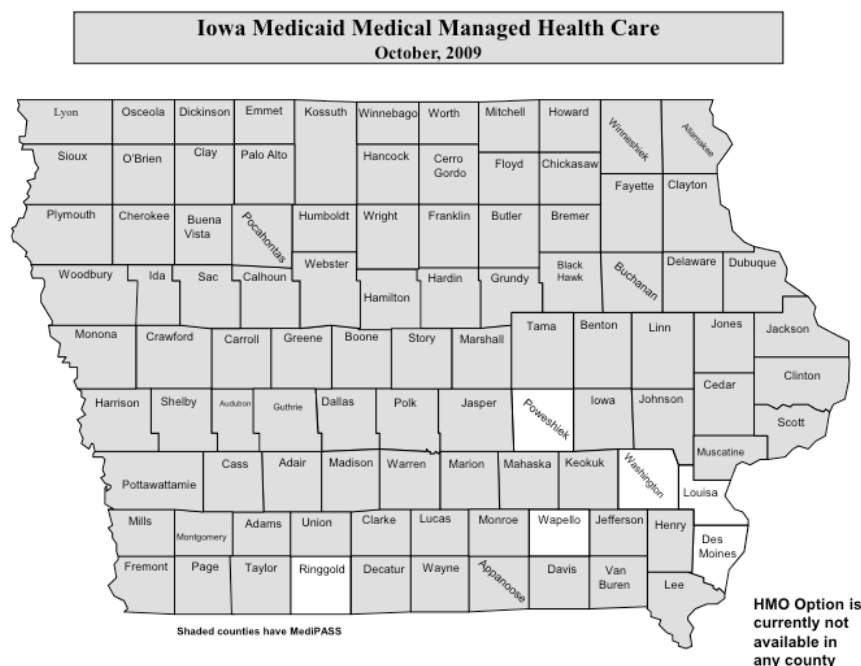



Figure 1-1. Medicaid managed care plans by county, February 2009.

Because MediPASS is the only Medicaid managed care program in Iowa, enrollees were compared with those in the Medicaid Fee-for-service program on measures such as access to health care services, health status, and health plan service and information. Parents of children enrolled in the Medicaid Supplemental Security Income Program (SSI), the program for low-income lowans with disabilities, were also surveyed to assess access to health care in this group. Where appropriate, data from past years, as well as data from the National CAHPS Benchmarking Database (NCBD), were also used for comparison.

Methodology

The 2009 Survey of Iowa Medicaid Managed Care Enrollees was conducted during the spring and summer of 2009 using a mixed-mode mail and telephone methodology. Questionnaires were mailed to plan-stratified random samples of Medicaid enrollees who had been in their current plan for at least the previous six months. Random samples of



child enrollees were drawn from three health plans (Medicaid SSI/SSDI, MediPASS, and Medicaid Fee-for-service), and random sample of adults enrollees were drawn from two health plans (MediPASS, and Medicaid Fee-for-service) from Medicaid enrollment data current as of March 2009. Only one person was selected per household to reduce the relatedness of the responses and respondent burden. The samples were comprised of 2,400 children (800 each from Medicaid SSI/SSDI, MediPASS, and Fee-for-service) and 1,600 adults (800 each from MediPASS and Fee-for-service).

For the child sample, in households with more than one child enrolled in Medicaid, one child was selected at random as the “target child.” The survey was addressed to the parent or guardian with instructions to complete the survey based on their experiences obtaining healthcare for this child only. The initial mailing was sent to 1,600 adults and the parents of 2,400 child enrollees, followed by a reminder postcard ten days later. A second survey packet was sent to non-respondents about four weeks after the reminder card mailing.

In an effort to maximize response rates for the mailed survey, both a premium and an incentive were used during the first mailing. Each survey packet included a 15-minute long-distance phone card (a \$1.50 value), which the recipient could use whether or not he or she chose to fill out the survey. In addition, ID code numbers of respondents who completed and returned the questionnaire within the first four weeks of the study were entered into a random drawing for one of ten \$25 Wal-Mart gift cards.

The Public Policy Center contracted with the University of Northern Iowa’s Center for Social and Behavioral Research to conduct telephone surveys with enrollees who had not responded to either of the two mailings. The telephone interview script was essentially identical to the mailed survey. In all, survey data were obtained for 892 children and 532 adults, for unadjusted response rates of 37% for children and 33% for adults (Table 1-1). After adjusting for selected enrollees who were not really eligible for the study (e.g., moved out of the state, invalid address), the response rates were 38% for the child survey and 39% for the adult survey.

*Response rates
approached
40% for both
adult and child
enrollees*

Table 1-1. Sampling and response rates

Children

| Plan | Number Sampled | Number of Respondents | Response Rate |
|---------------------|-----------------------|------------------------------|----------------------|
| Medicaid SSI/SSDI | 800 | 291 | 36% |
| Medicaid (Title 19) | 800 | 308 | 39% |
| MediPASS | 800 | 293 | 37% |
| Total | 2400 | 892 | 37% |
| Adjusted Total* | 2378 | 892 | 38% |

Adults

| Plan | Number Sampled | Number of Respondents | Response Rate |
|---------------------|-----------------------|------------------------------|----------------------|
| Medicaid (Title 19) | 800 | 278 | 35% |
| MediPASS | 800 | 254 | 32% |
| Total | 1600 | 532 | 33% |
| Adjusted Total* | 1377 | 532 | 39% |

*Adjusted for ineligible

Description of Survey Instrument

The survey instrument used in this study was based on the most recent version of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 4.0 survey. The use of CAHPS in Iowa is part of a national demonstration of the instrument, an effort to develop and implement standardized measures for assessing the quality of health care from the consumer perspective. The instrument also included items from the National Health Interview Survey (NHIS) and items developed specifically to evaluate aspects of the Iowa Medicaid program. The Children and Youth with Special Health Care Needs (CYSHCN) screening instrument was developed by the Child and Adolescent Health Measurement Initiative (CAHMI). For adults, a different set of CAHPS questions were used this year to identify the proportion with a chronic health condition. Additional items determining aspects of the functional health of adults and a checklist of chronic physical and mental health conditions were also included.

*The MediPASS
program continued
to receive higher
plan ratings than
the Fee-for-service
program*

Data were tabulated and bivariate analyses (i.e., chi-square, t-test and nonparametric tests for group differences) were conducted using SPSS. CAHPS composite ratings were analyzed with a SAS macro program developed by the CAHPS team. This program generates CAHPS results adjusted for case-mix variables such as age, education, and health status. The macro, accompanying programs, and documentation are available for download from the CAHPS Survey Users Network web site.

Key Findings from the 2009 Survey

Main conclusions

- Access to medical care was generally good for children and adults however there were indications of decline in some measures of access that should be monitored
- Enrollees' personal doctors received high ratings, particularly for children
- Access to prescription medication continues to be an issue, as does access to dental care, with 25% of all adults having an unmet need for prescription drugs and 17% for dental care


Significant differences between health plans

- Overall there were few differences between health plans
- Among children, specialists were rated lower for those in the Medicaid Fee-for-service program
- MediPASS continued to receive higher plan ratings than Medicaid Fee-for-service

Changes since the 2007 report

For Children

- Ease of getting needed care declined
- Unmet need increased slightly in all but one service area
- Proportion with an emergency room visit increased
- Proportion with an annual dental visit increased
- Satisfaction with helpfulness of doctor office staff declined

- 
- Overall rating of Medicaid health plans declined
 - Many more were aware of the Medicaid Helpline

For Adults

- Health status was rated slightly lower
- Ease of getting needed care and promptness of receiving care declined
- Rating of all health care declined
- Ease of getting information increased

Differences from National CAHPS® Benchmarking Database (NCBD) 2009 Medicaid figures

- For children: higher rating of personal doctor, lower rating of health plans
- For adults: lower ratings of adult health care, health plans, adult specialists, ease to get needed care and promptness of receiving care

CHAPTER 2: CHILD 2009 RESULTS (MEDIPASS AND FEE-FOR-SERVICE)

The following is a summary of results from the 2009 Survey of Iowa Medicaid Enrollees: Child Survey for those enrolled in MediPASS and Fee-for-service. Responses to each item in the questionnaire are in Appendix A.

Demographics

Responses were equally divided between boys and girls in the Medicaid program (Table 2-1). There was more racial/ethnic diversity in the Medicaid population than in the state as a whole.

Table 2-1. Demographics of children in the Medicaid sample

| | Iowa Medicaid 2009 | Iowa Medicaid 2007 | Iowa Medicaid 2005 | State of Iowa 2005 ¹ |
|---------------------------|--------------------------|--------------------------|--------------------------|---------------------------------------|
| % Female | 52% | 50% | 48% | 48% |
| Average age | 8 yrs old | 7 yrs old | 7 yrs old | 9 yrs old |
| Race/ethnicity* | | | | |
| Caucasian | 74% | 78% | 80% | 95% |
| African American | 14% | 17% | 19% | 4% |
| Hispanic/Latino | 14% | 10% | 6% | 4% |
| Asian/Pacific Islander | 2% | 2% | 2% | 1% |
| American Indian | 2% | 2% | 2% | <1% |
| Other | 2% | 3% | 3% | 3% |

*Race/ethnicity categories are not mutually exclusive.

¹Damiano PC, Willard JC, Momany ET, et al. (2006). *The 2005 Iowa Child and Family Household Health Survey: Statewide results*. Iowa City, IA: The University of Iowa Public Policy Center. Available at: http://ir.uiowa.edu/ppc_health/43/.

Health status & special needs

Forty-eight percent of children in 2009 were reported to be in “excellent” health, a decrease from 54% in 2007 (Table 2-2). In addition, compared with data for children in Iowa as a whole, those in the Medicaid program were reported to be in worse health.

Children in MediPASS and Medicaid Fee-for-service have lower reported health status than children statewide

Table 2-2. Health status of children

| | Iowa Medicaid 2009* | Iowa Medicaid 2007 | Iowa Medicaid 2005 | State of Iowa 2005† |
|--------------------------|---------------------|--------------------|--------------------|---------------------|
| Global health rating | | | | |
| Excellent | 48% | 54% | 47% | 61% |
| Very good | 37% | 32% | 37% | 29% |
| Good | 13% | 11% | 14% | 9% |
| Fair/poor | 2% | 3% | 2% | 2% |
| Special health care need | 28% | 29% | 27% | 21% |

*2009 data include children in the SSI program who by definition will have lower a health status

†Information available at http://ir.uiowa.edu/ppc_health/43/

Over a quarter (28%) of children in Medicaid met screening criteria as Children or Youth with a Special Health Care Need (CYSHCN), which is similar to 2007 (27%). MediPASS and Fee-for-service had about equal proportions of CYSCN.

On a related measure, 28% had a chronic physical or behavioral health condition that lasted at least 3 months. This varied by plan: 24% MediPASS; 31% Fee-for-service

Access to care & use of services

Access to care

Overall access to health care for children was evaluated by two CAHPS® composite measures:

- How often was it easy to get care for the child?
- How often was care provided quickly?

Over 80% reported that it was 'usually' or 'always' easy to get care for their child, which was a decline from 2007 (89%) but slightly better than the national CAHPS data (Figure 2-1). On the lower end of the scale, there was a higher proportion with difficulty accessing care. Almost one in five (19%) indicated it was 'sometimes' or 'never' easy to get needed care, compared with 11% reporting this in 2007.

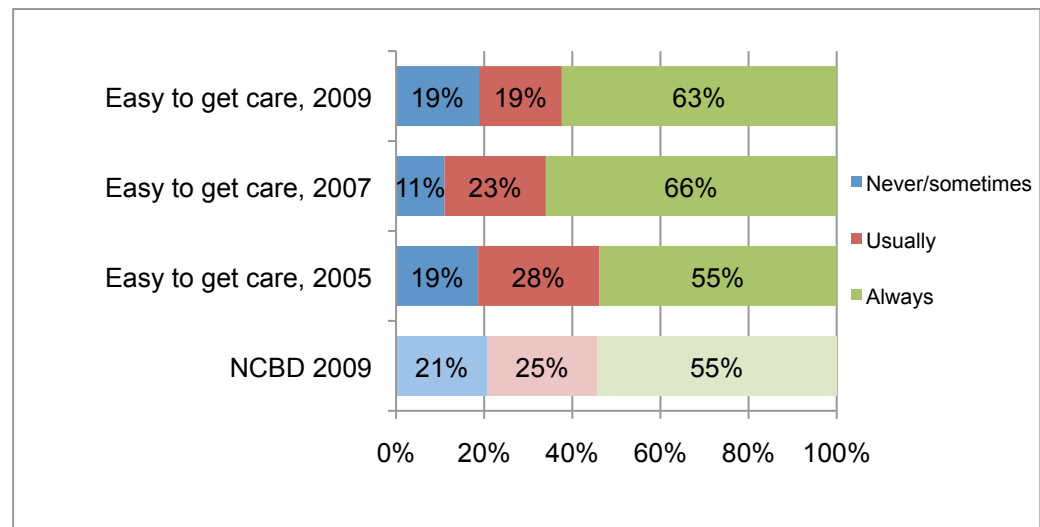


Figure 2-1. Easy to get needed care

The speed with which care was received when needed did not differ from previous years or differ from the national data, with about 90% indicating they usually or always received care quickly (Figure 2-2).

There was an increase in the number of those reporting more difficulty getting care between 2007 and 2009

Seven percent of children had unmet need for prescription drugs

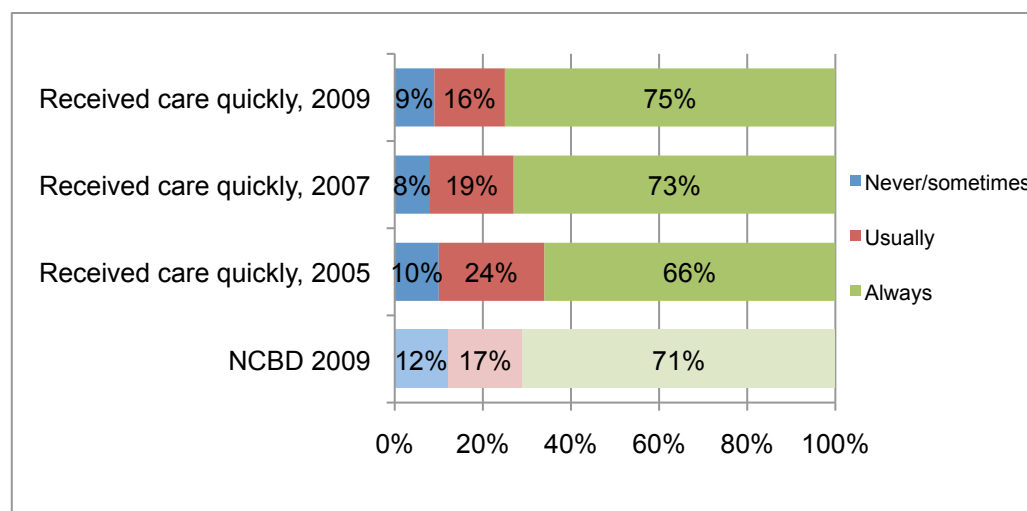


Figure 2-2. Received care quickly

Unmet need for care in the last 6 months

Overall rates of unmet need for various types of health care among children in Medicaid ranged from 7% for prescription drugs to 2% for mental health care. Unmet need for prescription drugs was slightly lower than in 2007, while unmet need for mental health care and dental care remained the same. Percent of unmet need was higher for: care, tests or treatment; preventive health care; and specialty care (Table 2-3). These rates are for all children in Medicaid, whether they needed this service or not.

Table 2-3. Unmet health care needs among all children* (percent of all respondents)[†]

| | Iowa Medicaid 2009 | Iowa Medicaid 2007 | Iowa Medicaid 2005 | State of Iowa 2005 [‡] |
|--------------------------|--------------------|--------------------|--------------------|---------------------------------|
| Care, tests or treatment | 6% | 4% | 5% | 4% |
| Preventive health care | 3% | 1% | 2% | 2% |
| Specialty medical care | 4% | 2% | 4% | 4% |
| Dental care | 5% | 5% | 7% | 11% |
| Mental health care | 2% | 2% | 1% | 3% |
| Prescription drugs | 7% | 8% | 5% | 4% |

*Unmet need was defined as couldn't get needed care sometime in last 6 months.

[†]Percentages are for all children in Medicaid, not just those reporting need for services

[‡]Information available at http://ir.uiowa.edu/ppc_health/43/

Most children had a personal doctor and over half had been going to the same doctor for three years or more

Doctors and Visits

Respondents were asked about their child's health care in the previous six months, not including overnight stays in a hospital or dental care visits. Survey items asked generally about all visits to any doctor's office or clinic, as well as visits specifically to their child's personal doctor.

- 90% of children were reported to have a personal doctor
- 10% had tried to find a new personal doctor in the previous six months
- 52% of children have been going to the same personal doctor for three years or more.

The proportion of children with an office visit did not change significantly in the past four years, with 80% having had an office visit in the previous six months (Figure 2-3).

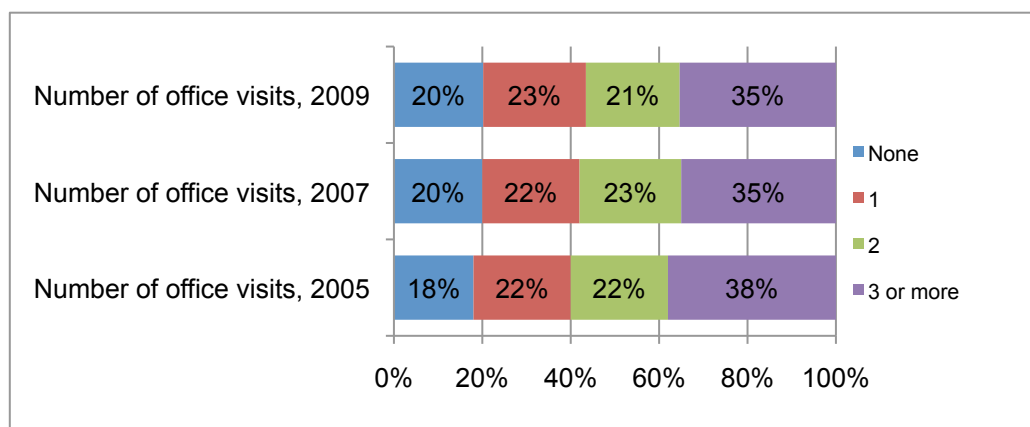


Figure 2-3. Outpatient visits in the last six months

About one-third of children had visited an emergency department (ER) in the previous six months

Emergency care

Almost one-third visited an ER in the previous six months, an increase from 2007 (Figure 2-4). The largest change was among the proportion with more than one visit to the ER.

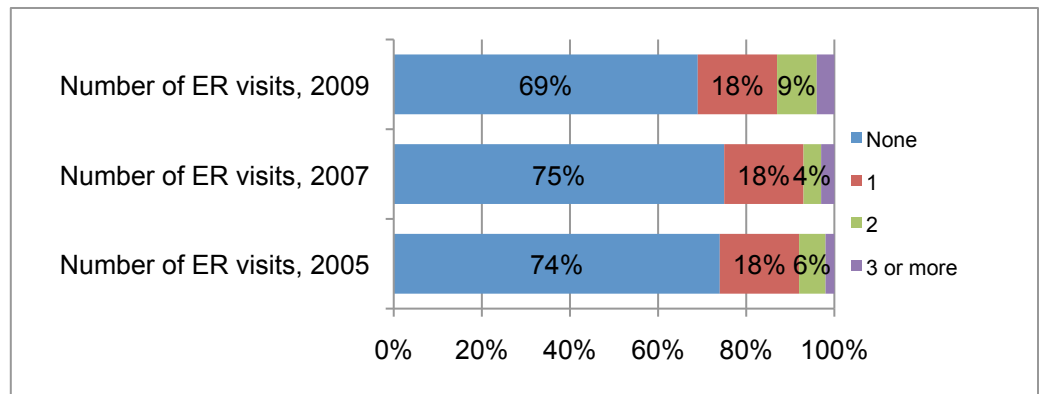


Figure 2-4. Emergency room visits in the last 6 months

Preventive care

Regarding preventive care, parents were asked about services in the past year and receipt of anticipatory guidance.

- Three-quarters of children (77%) had a preventive health visit in past year
- Over half had discussions with child's personal doctor about preventing injury, nutrition, exercise and other anticipatory guidance

Specialty care

Receipt of specialty care and ease of receiving that service was evaluated from parent responses.

- 24% of all children saw a specialist in past six months

- 59% in Fee-for-service vs. 40% in MediPASS said it was always easy to get an appointment with a specialist

Behavioral and emotional health care

To assess mental health status and access to care, parents were asked to rate their child's current overall mental and emotional health, the need for and receipt of any treatment or counseling, the degree to which their child was helped by the counseling or treatment they received, and the unmet need for a mental or emotional health problem.

Behavioral/emotional health status varied significantly by plan (Table 2-4). Children in the Fee-for-service plan had their behavioral and emotional health status rated much lower than those in the MediPASS plan.

Table 2-4. Children's behavioral/emotional health status by plan

| | Medicaid | MediPASS |
|------------------------------------|----------|----------|
| Behavioral/emotional health rating | | |
| Excellent | 48% | 53% |
| Very good | 25% | 28% |
| Good | 18% | 17% |
| Fair/poor | 9% | 2% |

- 19% of all children were reported to need mental health counseling or treatment. Parents of children in the Fee-for-service program were significantly more likely to report that their child needed this type of service: 15% MediPASS; 22% Fee-for-service
- 75% of those who needed it received at least some mental health care in the previous six months: 76% MediPASS; 79% Fee-for-service
- 13% of children who needed mental health care were sometimes or never able to receive it

22% of children in the MediPASS and Fee-for-service programs needed behavioral/emotional health care services

*One in five children
in the MediPASS
and Fee-for-service
programs
sometimes or never
were able to get
needed dental care*

- 13% of those who received counseling or treatment were helped 'a little' or 'not at all'

Prescription medication

Adults were asked about their child's need for prescription medicine, and times when the child was unable to get it for any reason.

- 57% of children received or refilled a prescription medication in the previous six months
- Of these, 92% usually or always found it easy to get prescription medicines

Dental care

Dental care was assessed by evaluating the child's overall dental health, last dental checkup, presence of a dental home, and ability to get needed dental care.

- 83% had a regular source of dental care (one main place)
- 75% had a dental check-up in the previous year (Table 2-5)
- 26% of children needed dental care in the previous 6 months
 - Down from 44% in 2007
 - Of these, 91% needed checkups and cleaning, 74% needed other dental treatment such as fillings (up from 34% in 2007), and 32% needed emergency care (up from 5% in 2007)
 - One in five sometimes or never were able to get needed dental care

The proportion needing dental care was lower and those with a check-up increased but the urgency for those with need was higher than in 2007

Table 2-5. Children's last dental check-up

| | Iowa Medicaid 2009 | Iowa Medicaid 2007 | Iowa Medicaid 2005 | State of Iowa 2005* |
|----------------------|--------------------|--------------------|--------------------|---------------------|
| Last dental check-up | | | | |
| Within last year | 75% | 68% | 76% | 74% |
| 1-2 years ago | 6% | 11% | 12% | 8% |
| > 2 years ago | 2% | 3% | 3% | 2% |
| Never been | 14% | 19% | 19% | 15% |

*Information available at http://ir.uiowa.edu/ppc_health/43/

Twenty percent had an unmet need for dental care. The most common reasons given were:

- Inability to find a dentist who accepts Medicaid (63%)
 - Up from 44% in 2007
- Needing services not covered by Medicaid (43%)
- Couldn't afford non-covered services (37%)
- Transportation problems (37%)

Ratings of children's dental health were similar to 2007 (Table 2-6) but significantly lower than ratings of general physical health.

Table 2-6. Children's dental health and prevention

| | Iowa Medicaid 2009 | Iowa Medicaid 2007 | Iowa Medicaid 2005 | State of Iowa 2005* |
|----------------------|--------------------|--------------------|--------------------|---------------------|
| Dental health rating | | | | |
| Excellent | 35% | 34% | 30% | 40% |
| Very good | 30% | 31% | 34% | 37% |
| Good | 24% | 25% | 26% | 19% |
| Fair/poor | 9% | 11% | 10% | 4% |

*Information available at: http://ir.uiowa.edu/ppc_health/43/

Quality of health care

Parents rated their child's health care, personal doctor and specialist (if applicable) on the CAHPS® global rating scale, where 0 = worst possible and 10 = best possible health care.

Rating of all child's health care

Overall ratings of the care that children received remained quite high (Figure 2-5). On a 0-10 scale, care for 61% of children was rated either a nine or ten. Results were similar to children nationally.

In general, parents were satisfied with their child's personal doctor, and would recommend him or her to others.

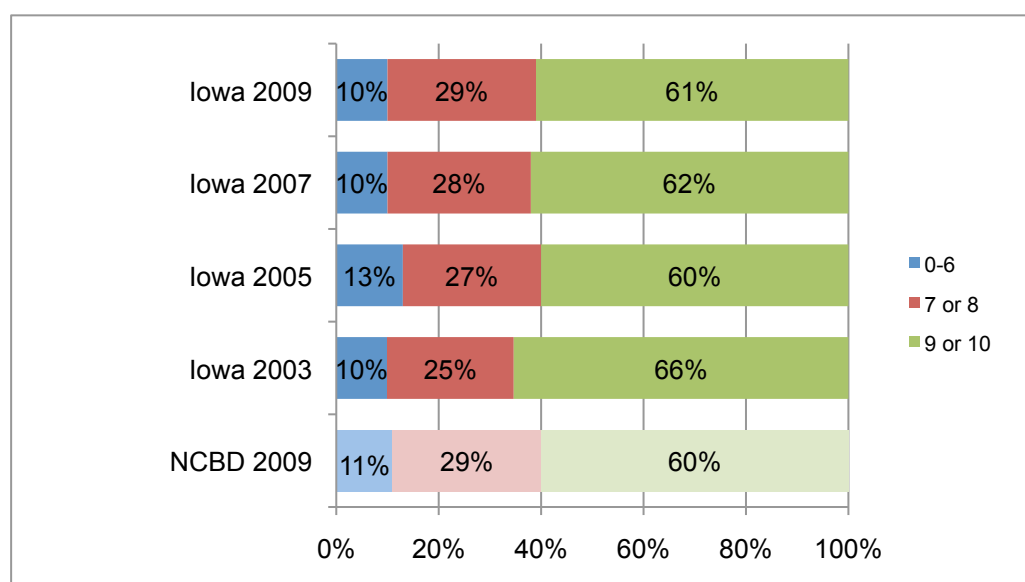


Figure 2-5. Rating of children's overall health care

Rating of child's personal doctor

Personal doctor ratings for children remained generally high, with about three-quarters rating them as a nine or ten, slightly higher than national data (Figure 2-6).

Another indicator of the relatively high quality of personal doctors in the program was that 75% of all would 'definitely' and 21% would 'probably' recommend their child's personal doctor to others. Only 5% would probably or definitely not recommend their child's doctor to others.

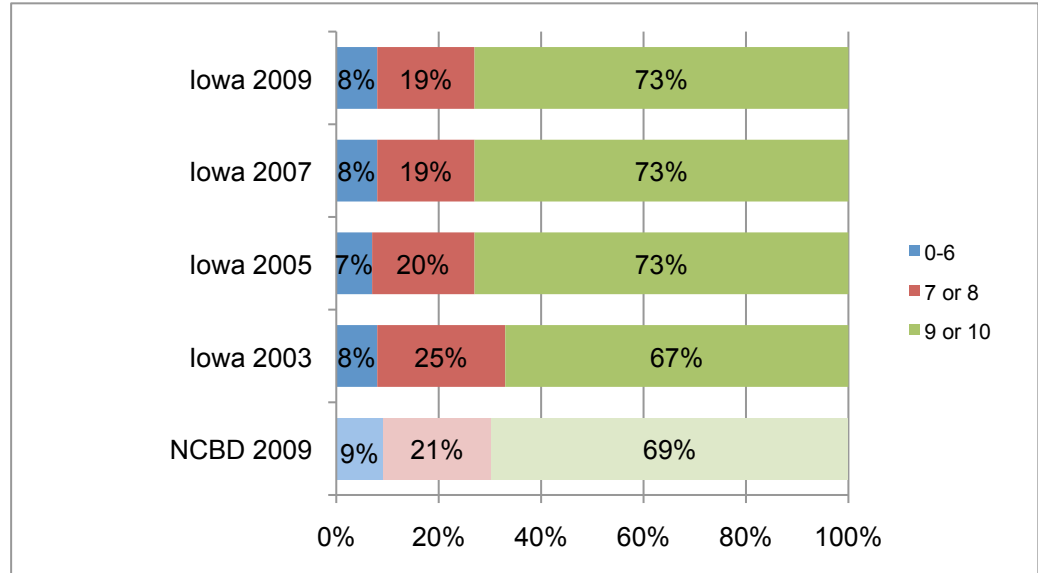


Figure 2-6. Rating of child's personal doctor

Rating of specialist child saw most often

Among children who saw a specialist, ratings of those specialists were similar to previous years and to the national data, and slightly lower than those for personal doctors (Figure 2-7).

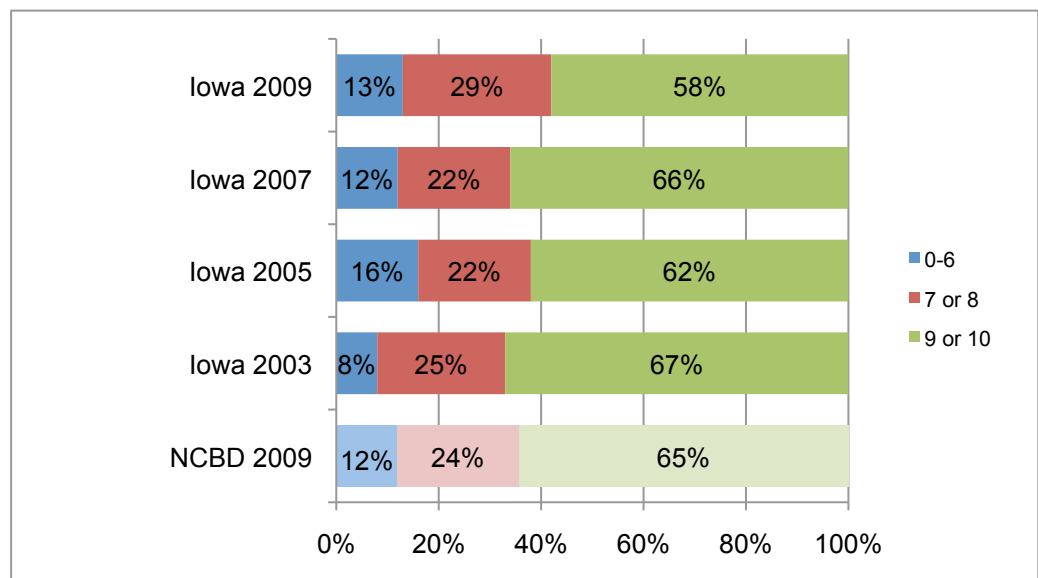


Figure 2-7. Rating of child's specialist

The MediPASS program had higher ratings for specialists for children than the Fee-for-service program

There were differences by plan, however. Specialists seen by children in MediPASS were rated higher than those seen by children in Fee-for-service (Figure 2-8).

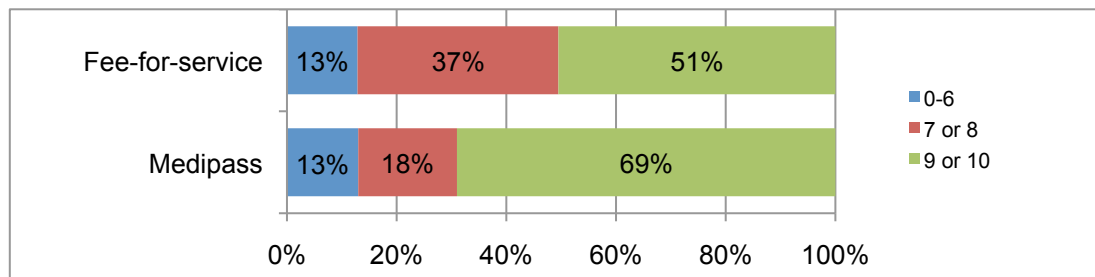


Figure 2-8. Rating of specialist child saw most often by health plan – 2009

Experience with child's personal doctor

As mentioned, 90% of children had a personal doctor, and 80% had visited him or her in the last 6 months. During these visits:

- 91% said the doctor 'always' or 'usually' spent enough time with their child
- Over three quarters felt that the child's doctor always communicated well, similar to previous years and slightly higher than for children nationally (Figure 2-9)

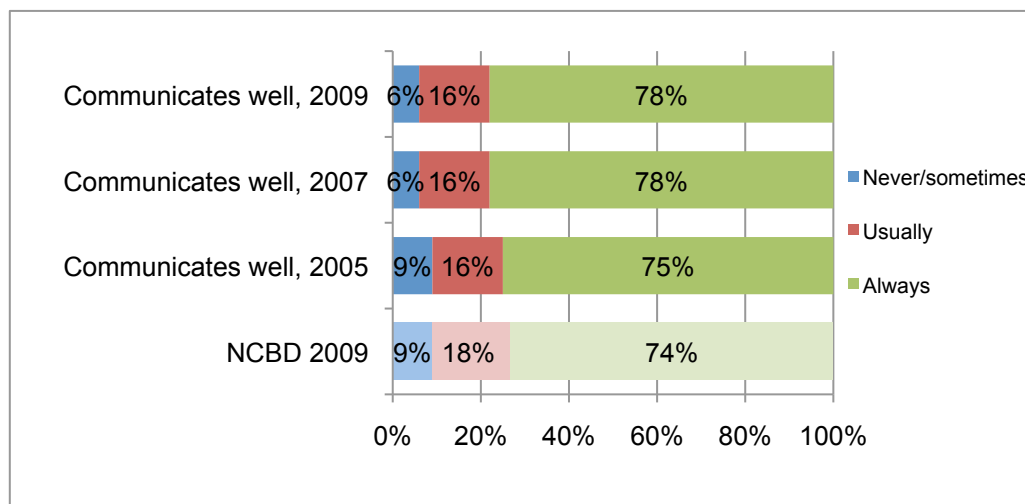


Figure 2-9. Communication with the child's personal doctor

*Two-thirds
thought they were
always treated
with respect by
office staff*

Several questions asked about how the family was treated by the office staff:

- Over two-thirds felt they were always treated with respect, a slight increase from 2007 (Figure 2-10)

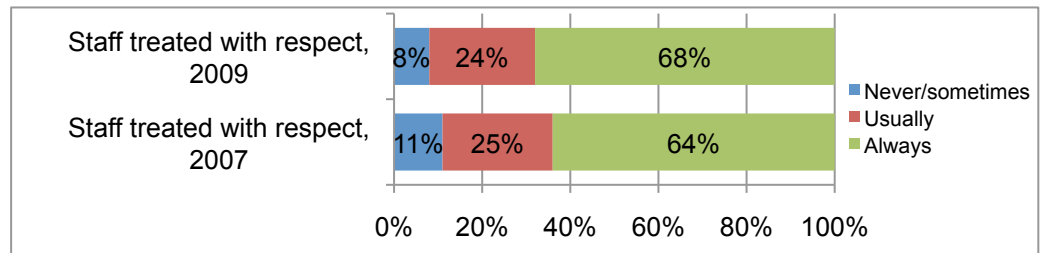


Figure 2-10. Child's personal doctor's staff treated them with courtesy and respect

- Over half reported that the staff were always helpful, a decline from 2007 (Figure 2-11)

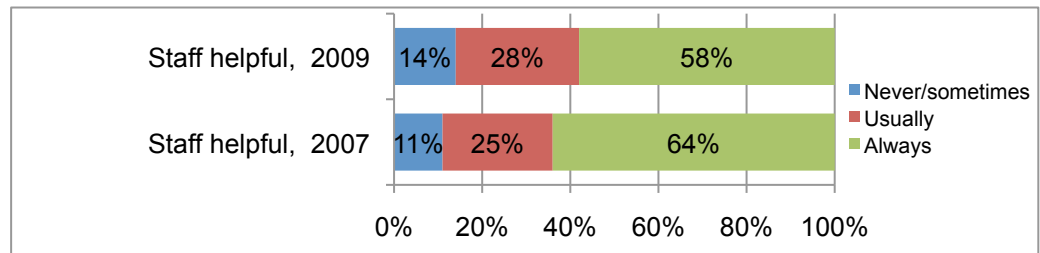


Figure 2-11. Child's personal doctor's staff was helpful

Rating of child's dental care

Among children who saw a dentist, rating of the care they received was similar to 2007, with over two-thirds rating the care as a nine or ten (Figure 2-12).

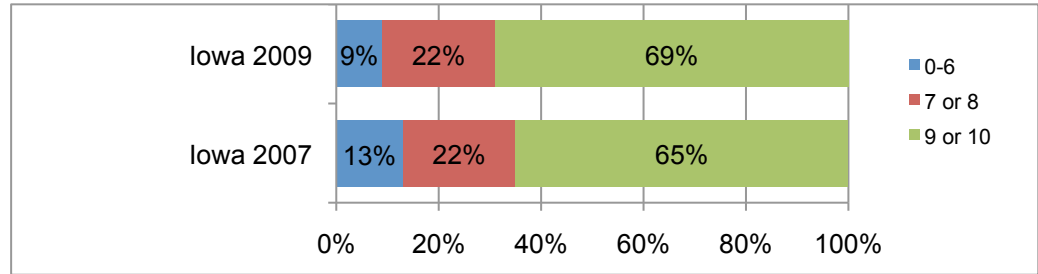


Figure 2-12. Rating of child's dental care

Rating of Medicaid health plan

Child health plan ratings for 2009 were lower than in 2007 (closer to those in 2005 and 2003) with over one in six rating their health plan a 0-6 (Figure 2-13). Ratings were also lower than the national ratings for health plans, which were similar to the Iowa ratings for 2007.

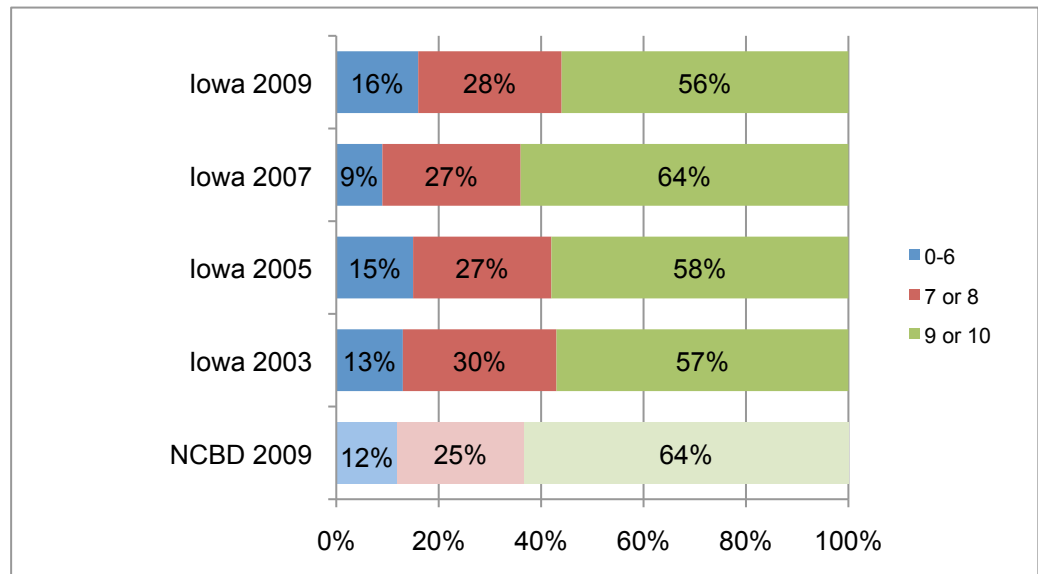


Figure 2-13. Rating of child's health plan

In 2009, MediPASS was rated significantly higher than the Fee-for-service plan (Figure 2-14). Overall, however, this represented a decline from the 71% rating of MediPASS as a nine or ten for children in 2007.

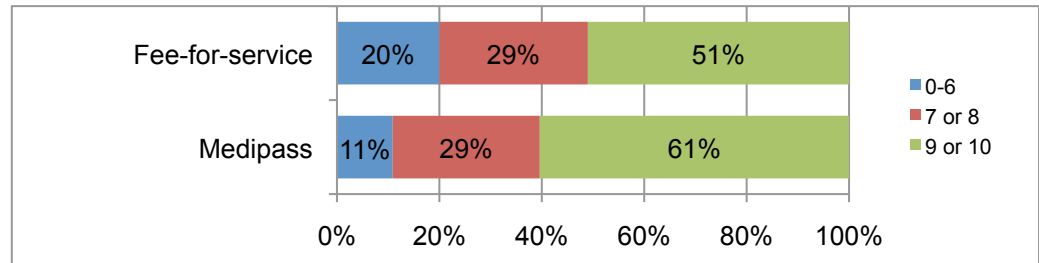


Figure 2-14. Rating of child's health plan by health plan - 2009

*Many more
parents were aware
of the Medicaid
helpline than in
2007*

Plan customer service & information

Respondents were asked about their experience trying to find information or completing paperwork regarding their child's health plan in the previous six months.

- 74% were aware of the toll-free Medicaid helpline
 - Up from 44% in 2007
 - 6% of these had called for help or information
- 25% had to complete plan-related paperwork in the last 6 months
 - Up from 17% in 2007
- 6% had looked for information about how their child's Medicaid plan works in written materials or the Internet
 - DHS caseworkers and written materials were most frequently used and the most helpful sources

The CAHPS information and paperwork composite reflects how often respondents thought it was easy to get plan information and fill out forms, as well as the quality of the toll-free Medicaid help line.

- 40% thought it was never or sometimes easy to complete forms and paperwork, a significant increase from 2007 (Figure 2-15)

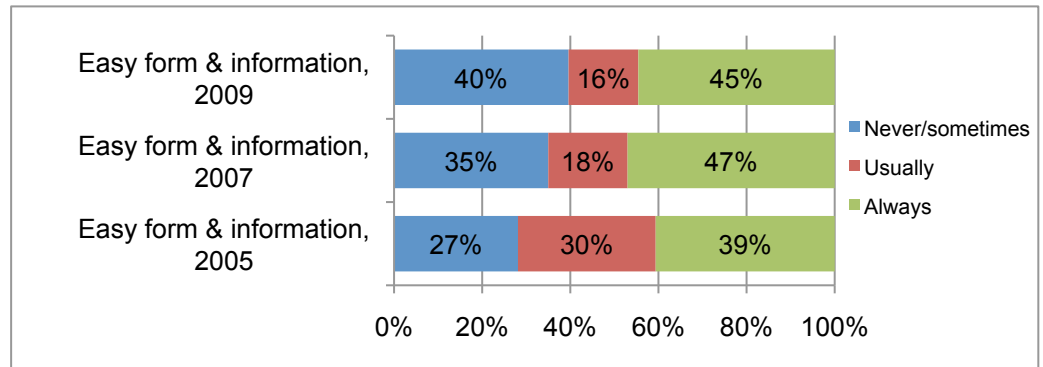


Figure 2-15. How often was it easy to get plan information and do paperwork?

CHAPTER 3: ADULT 2009 RESULTS

The following is a summary of results from the 2009 Survey of Iowa Medicaid Enrollees: Adult Survey. These are for enrollees in the MediPASS and Fee-for-service programs. Responses to each item in the questionnaire are in Appendix B.

Demographics

Over eight out of ten respondents were women, a slight decline from previous years. Overall, 81% were Caucasian (Table 3-1). Respondents ranged in age from 18 to 75. The proportion with more than a high school education decreased from 2007.

Table 3-1. Demographics of adult respondents

| | Iowa Medicaid 2009 | Iowa Medicaid 2007 | Iowa Medicaid 2005 | Iowa Medicaid 2003 |
|-----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| % Female | 82% | 87% | 87% | 87% |
| Race/ethnicity* | | | | |
| Caucasian | 81% | 83% | 83% | 88% |
| African American | 11% | 12% | 13% | 8% |
| Hispanic/Latino | 5% | 5% | 5% | 3% |
| Asian/Pacific Islander | 1% | 1% | <1% | <1% |
| American Indian | 2% | 2% | 2% | <1% |
| Other | 1% | 1% | <1% | <1% |
| Education | | | | |
| <High School | 20% | 15% | 16% | 17% |
| High School/GED | 38% | 36% | 41% | 42% |
| Some college or 2- year degree | 37% | 43% | 38% | 36% |
| 4-yr college/more | 6% | 6% | 5% | 5% |

*Race/ethnicity categories are not mutually exclusive.

*82% of respondents
to the adult survey
were women, and
18% of those
women were
pregnant*

Over half of respondents to the adult survey had a chronic health condition

Health status and chronic conditions

Self-reported health status for adult Medicaid enrollees changed slightly from 2007: the proportion in 'excellent or very good health' decreased slightly while the proportion of those in 'good' health increased (Table 3-2).

- 18% female respondents were pregnant
- 56% had a chronic health condition lasting at least 3 months

Table 3-2. Health status of adults

| | Iowa Medicaid 2009 | Iowa Medicaid 2007 | Iowa Medicaid 2005 | Iowa Medicaid 2003 |
|---------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Global health rating | | | | |
| Excellent | 12% | 10% | 12% | 13% |
| Very good | 27% | 34% | 31% | 31% |
| Good | 41% | 35% | 39% | 38% |
| Fair/poor | 20% | 21% | 18% | 19% |
| Currently pregnant | 18% | 20% | 28% | n/a* |
| Chronic health condition [†] | 56% | n/a | n/a | n/a |

*Information on pregnancy status not requested in 2003 survey

[†]A new CAHPS measure for chronic health conditions was used in 2009, that is not comparable to health measures in the past

Access to care & use of services

Access to care

Overall access to health care for adults was summarized by two CAHPS® composite measures:

- How often was it easy to get care in the last 6 months?
- How often was care provided quickly?

Seventy-one percent of adults reported that in general, it was 'usually' or 'always' easy to get needed health care, down from 81% in 2007 (Figure 3-1).

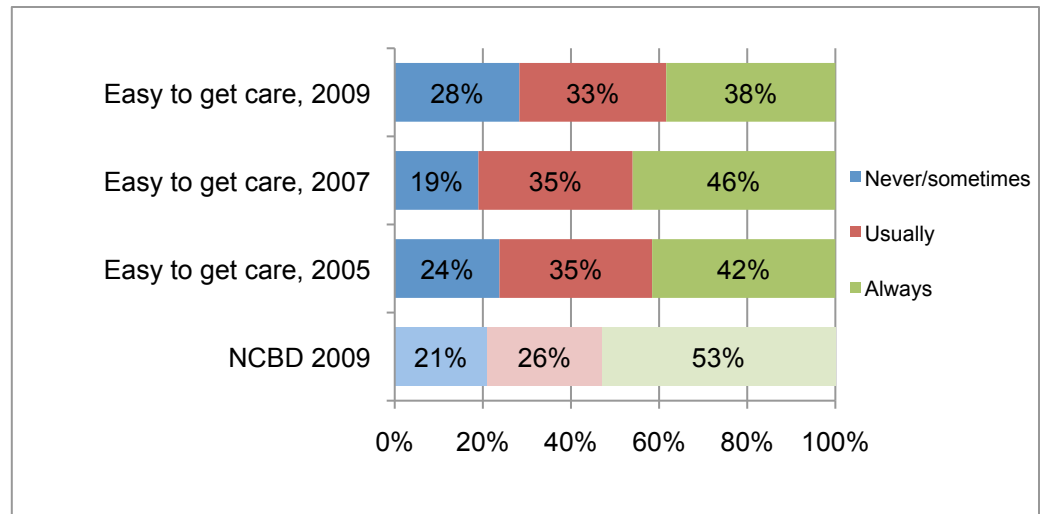


Figure 3-1. Easy to get care (CAHPS® measures)

- 82% usually or always got care quickly, similar to previous years (Figure 3-2)

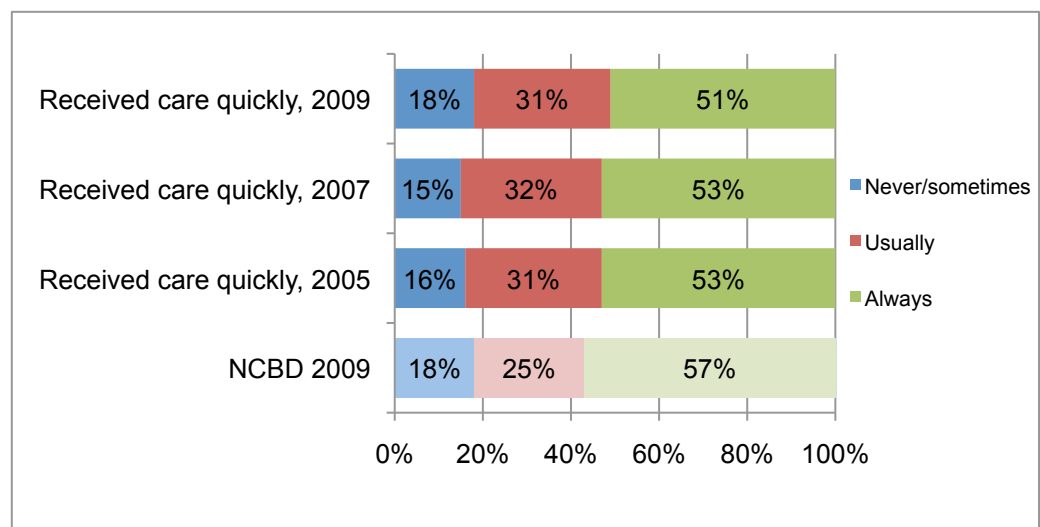


Figure 3-2. Received care quickly (CAHPS® measures)

Adults in MediPASS were more likely to have a personal doctor than those in the Fee-for-service program

Unmet need for care in the last 6 months

Rates of unmet need among adults varied by service area and were higher than for children in all areas (Table 3-3). In particular:

- One in four had an unmet need for prescription medications
- Unmet need for medical care declined by 4% from 2007
- Unmet need for specialty care doubled from 2007, but was still lower than in 2005

**Table 3-3. Unmet health care needs among all adults*
(percent of all respondents)**

| | Iowa Medicaid 2009 | Iowa Medicaid 2007 | Iowa Medicaid 2005 | Iowa Medicaid 2003 |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Care, tests or treatment | 12% | 16% | 13% | 10% |
| Preventive health care | 8% | 9% | 7% | 6% |
| Specialty medical care | 10% | 5% | 12% | 9% |
| Dental care | 17% | 14% | 13% | 23% |
| Mental health care | 5% | 6% | 4% | 4% |
| Prescription medication | 25% | 22% | 25% | 14% |

*Unmet need: not able to get needed care at some point in the previous 6 months.

Doctors & visits

Survey questions on doctors and visits asked about the respondent's own health care in the previous six months, not including overnight stays in a hospital or dental care visits. Respondents were asked about all visits to any doctor's office or clinic generally, as well as about visits specifically to their personal doctor.

- 81% of adults indicated they had a personal doctor, varying by plan (88% MediPASS, 75% Fee-for-service)
- Half had their personal doctor for 3 or more years, 23% for less than 1 year

Two in five adults in Medicaid visited an emergency room in the past six months

- 82% of all adults had at least one visit to any doctor's office or clinic in the 6 months prior to the survey; half of all adults had three or more outpatient visits (Figure 3-3)
 - Of these, 83% had visited their personal doctor in the last 6 months

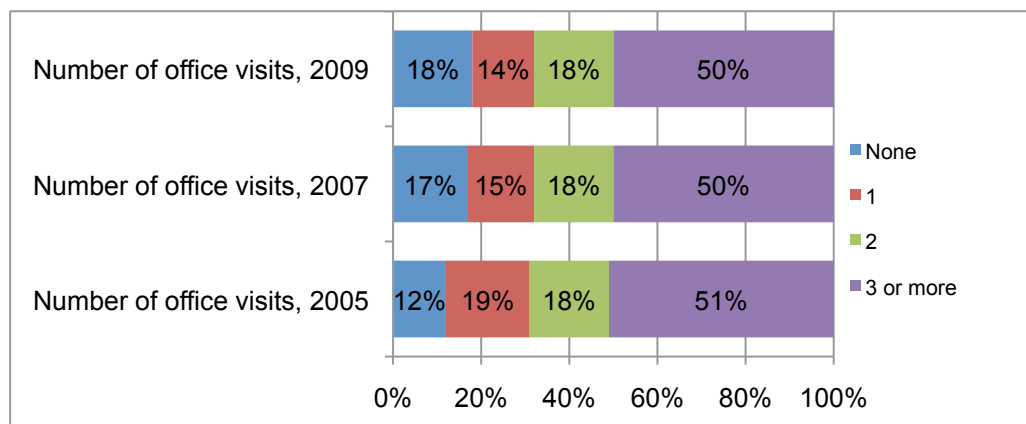


Figure 3-3. Adult outpatient visits in the last 6 months

Emergency care

- 40% visited a hospital emergency department at least once in the previous 6 months (Figure 3-4)

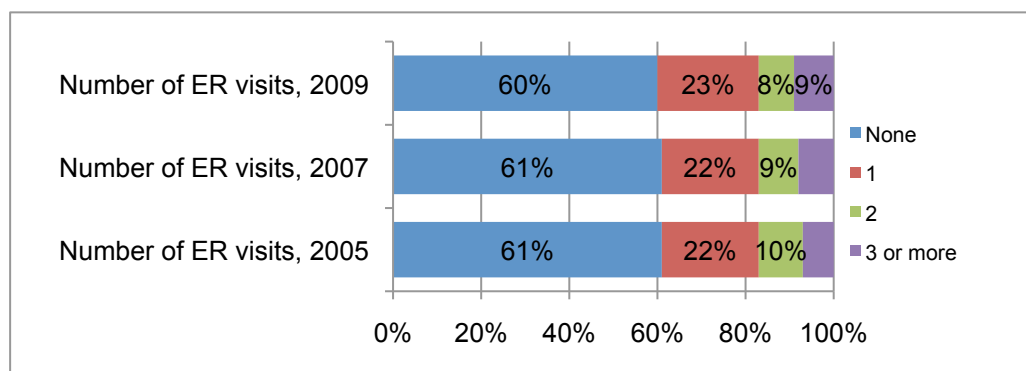


Figure 3-4. Adult emergency room visits in the last 6 months

Two-thirds of adults who needed care from a specialist usually or always found it easy to get an appointment

Preventive care

- 67% percent reported that they had a preventive visit, such as a physical exam or mammogram, within the last year (up from 60% in 2005)
- Those in MediPASS were more likely to have received counseling on healthy diet and exercise than those in Fee-for-service
- 41% needed their doctor's help in making changes to prevent illness
 - Of these, 96% received this help

Specialty care

- 44% had visited a specialist in the last 6 months (40% MediPASS, 47% Fee-for-service)
 - Of those with a specialty visit, one in four went five or more times in the previous 6 months
- About two out of three found it 'usually' or 'always' easy to get an appointment, 1/3 'sometimes' or 'never' easy

Mental and emotional health care

To evaluate issues of mental and emotional health care, respondents were asked to rate their current overall mental and emotional health, the need for and receipt of any treatment or counseling, and the degree to which they were helped by the counseling or treatment they received.

- 27% of adults reported a need for mental health treatment or counseling in the previous 6 months
 - Of these, 78% received treatment or counseling
 - 85% found it always or usually easy to get needed treatment or counseling

- 77% reported being helped a lot or somewhat from this care
- 23% reported their mental and emotional health was excellent, and another 21% rated it as fair or poor (Table 3-4).

Table 3-4. Adult's mental health

| | Iowa Medicaid 2009 | Iowa Medicaid 2007 | Iowa Medicaid 2005 |
|------------------------------|--------------------------|--------------------------|--------------------------|
| Self-rating of mental health | | | |
| Excellent | 23% | 22% | 24% |
| Very good | 27% | 27% | 26% |
| Good | 30% | 29% | 30% |
| Fair | 16% | 17% | 16% |
| Poor | 5% | 5% | 5% |

*One-quarter of adults
needed care for mental
or emotional health*

Prescription medication

Respondents were asked about their need for any new or refill prescription medicine, and if there were times when they were unable to get it for any reason.

- 58% needed or took a prescription medication (not including birth control)
 - 86% needed or took the prescription for a chronic condition lasting at least 3 months
- 84% said it was always or usually easy to get their prescriptions filled

Respondents from the adult survey reported low dental health status

Dental care

Survey items on dental care assessed the respondent's overall dental health, last dental checkup, presence of a dental home, ability to get needed dental care, and overall rating of dental care received.

- 73% had a regular source of dental care
- 56% had a check-up in previous year (Table 3-5)
- 40% needed dental care in previous 6 months. Of these:
 - 78% needed a checkup and cleaning
 - 60% needed emergency care
 - 85% needed other dental treatment, such as fillings

Table 3-5. Last dental check-up

| | Iowa Medicaid 2009 | Iowa Medicaid 2007 | Iowa Medicaid 2005 |
|-----------------------|--------------------------|--------------------------|--------------------------|
| Last dental visit | | | |
| Within the last year | 56% | 57% | 51% |
| 1-2 years ago | 21% | 20% | 22% |
| More than 2 years ago | 23% | 21% | 27% |

Respondents rated their dental health significantly worse than their general physical health; only 14% rated their dental health as excellent (Table 3-6).

Table 3-6. Adult's dental health

| | Iowa Medicaid 2009 | Iowa Medicaid 2007 | Iowa Medicaid 2005 |
|------------------------------|--------------------------|--------------------------|--------------------------|
| Self-rating of dental health | | | |
| Excellent | 14% | 14% | 14% |
| Very good | 19% | 19% | 23% |
| Good | 30% | 33% | 33% |
| Fair | 22% | 21% | 21% |
| Poor | 15% | 13% | 9% |

Quality of health care

Adult Medicaid enrollees rated their health care, personal doctor and specialist (if applicable) on the CAHPS® global 0-10 rating scale, where 0 = worst possible and 10 = best possible.

Rating of all health care

The overall rating of health care for adults on a 0-10 scale was very similar to 2007, but lower than the National CAHPS Benchmarking Data (Figure 3-5).

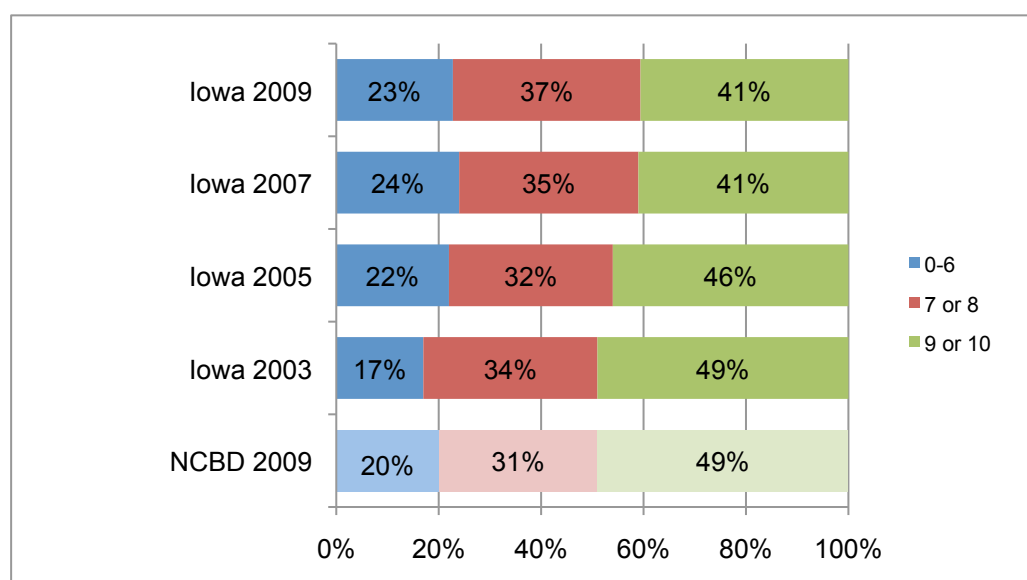


Figure 3-5. Rating of all health care for adults

Rating of personal doctor

Ratings of personal doctors in 2009 showed no significant change from 2007, with about six out of ten rating their personal doctor a nine or ten. When compared to the national figures, they were slightly worse on the high end and better on the low end (Figure 3-6).

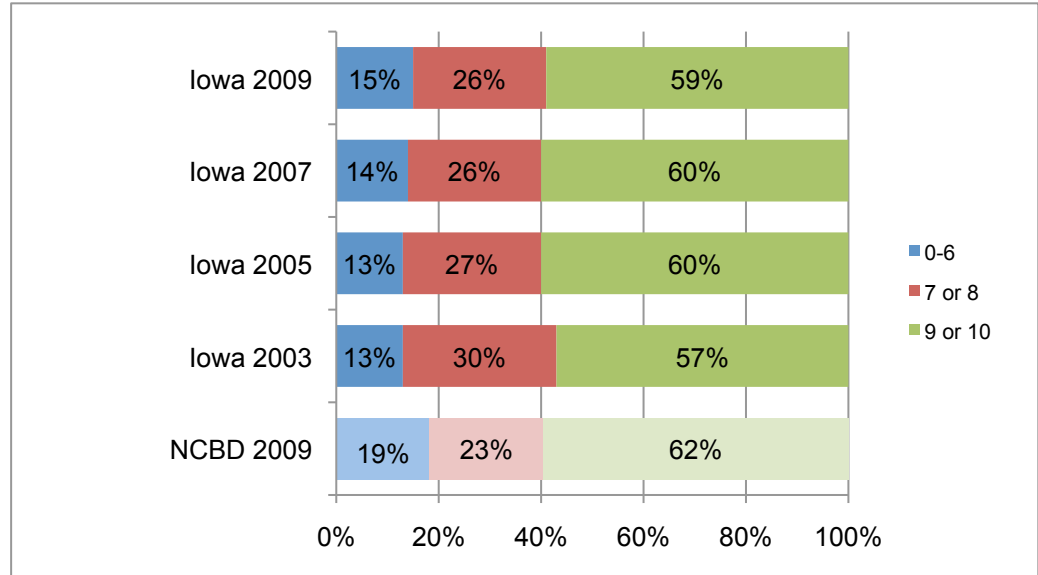


Figure 3-6. Rating of adult's personal doctor

Rating of specialist adult saw most often

Specialist ratings were slightly higher than in 2007, with about half rating their specialist a nine or ten (Figure 3-7). Fee-for-service ratings were slightly lower than the national data for specialists.

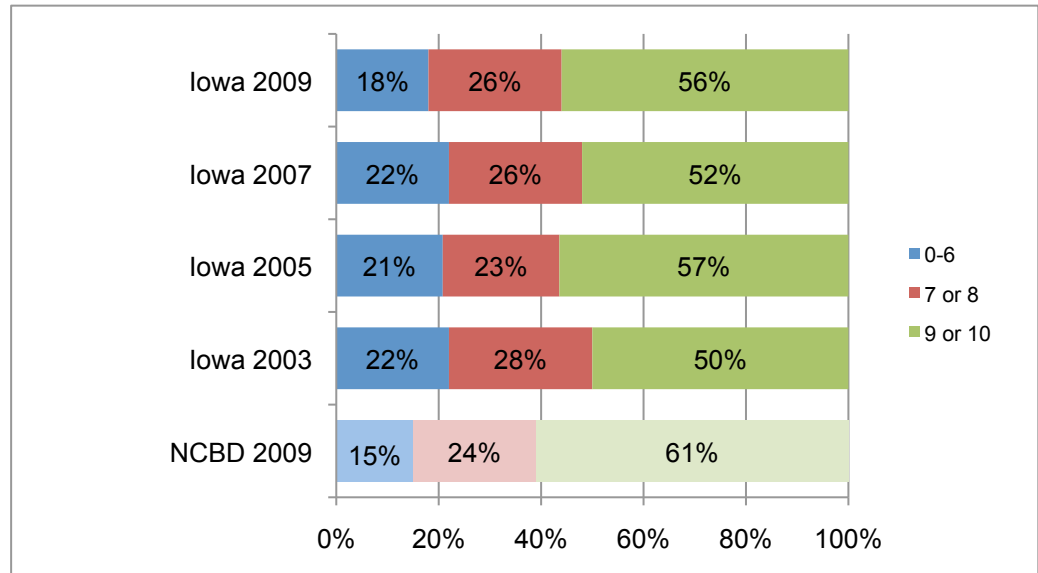


Figure 3-7. Rating of adult's specialist

*Just over one-third
of respondents gave
their dental care a
rating of nine or ten*

Rating of dental care for adults

Dental ratings were slightly lower than in 2007, with about 1/3 rating their dental care a nine or ten (Figure 3-8).

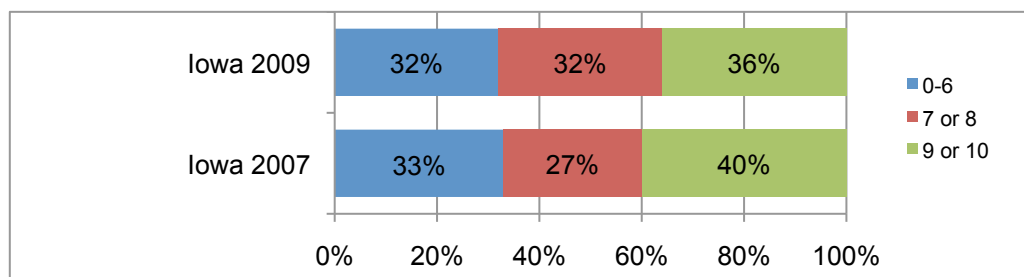


Figure 3-8. Rating of adult's dental care

Experience with personal doctor

Experience with a personal doctor was evaluated using measures that included looking for a new personal doctor as well as experiences when visiting the doctor.

- 18% of adults had tried to find a new personal doctor in the previous 6 months
 - Of these, 41% did not have a problem, varying by plan (50% MediPASS, 34% Fee-for-service)
 - 26% had a big problem (36% Fee-for-service, 14% MediPASS)

Of the 81% of adults who had a personal doctor, 83% had visited him or her in the last 6 months. During these visits:

- 71% said the doctor 'always' communicated well (Figure 3-9)

*Forty-five percent
of adults said that
office staff was
helpful during visits*

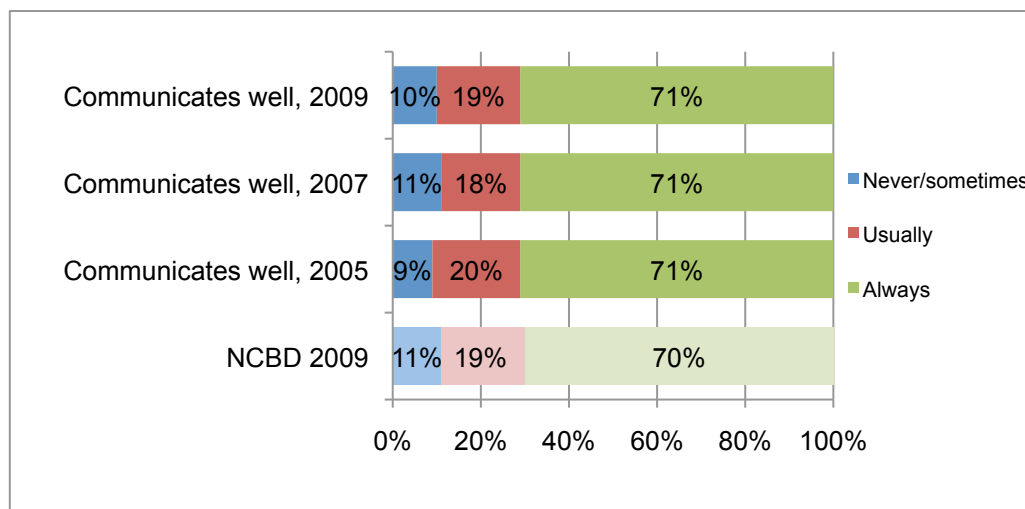


Figure 3-9. Adult experience with personal doctor visits—communication

Quality of an outpatient visit was also measured by assessing the help and respect provided by the staff at a doctor's office.

- 45% of the staff was always helpful, a slight decline from 2007 (Figure 3-10)
- 61% were treated with respect by the office staff (Figure 3-11)

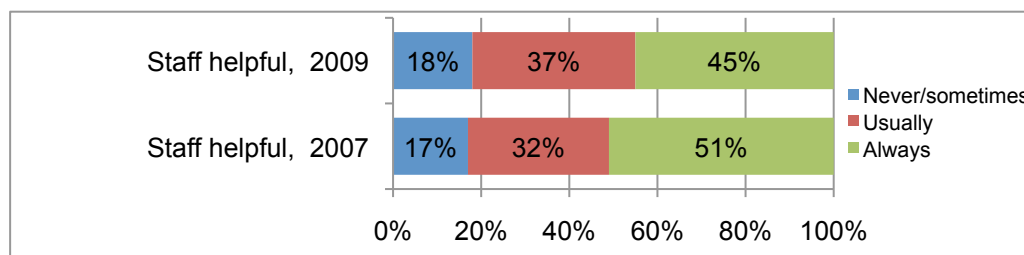


Figure 3-10. Staff was helpful during personal doctor visits

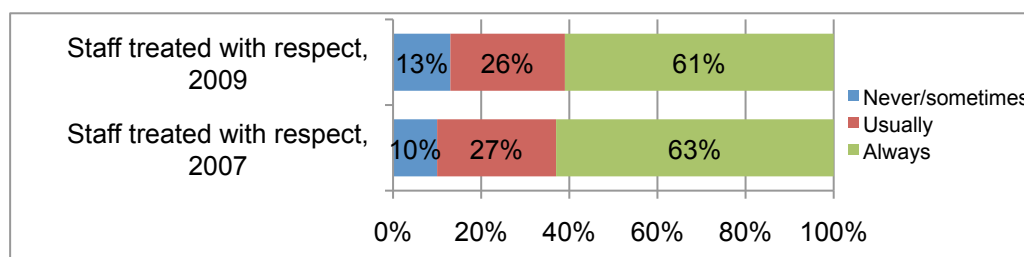


Figure 3-11. Adult experience with personal doctor visits—treated with respect by staff

Over half of respondents to the adult survey would definitely recommend the program to others

Quality of health plan

Rating of Medicaid health plan

Iowa's 2009 overall health plan ratings for adult Medicaid enrollees were slightly higher than in 2007, but lower than the 2009 national figures (Figure 3-12).

- 96% would either definitely (54%) or probably (42%) recommend their Medicaid program to others

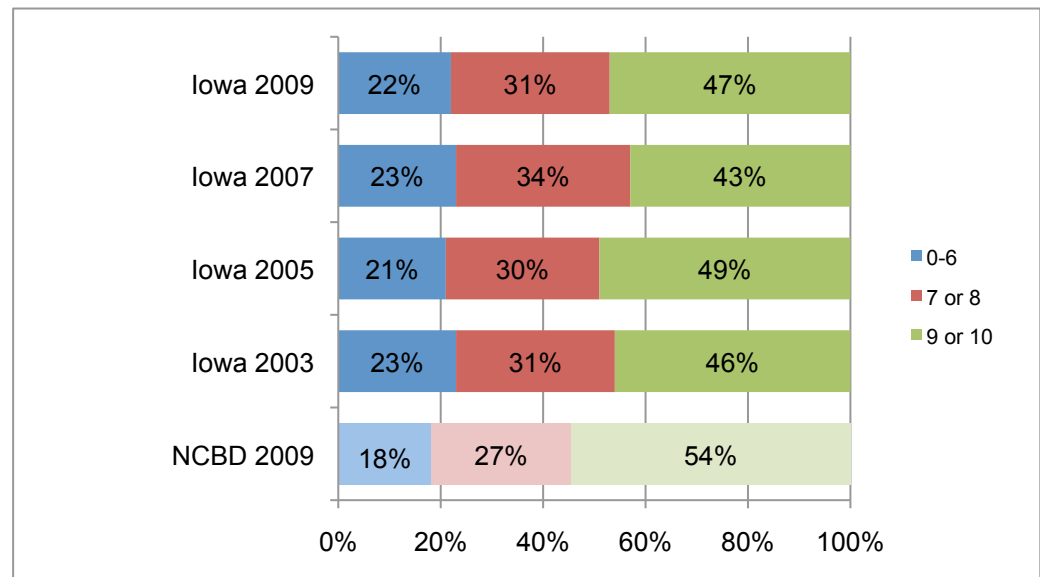


Figure 3-12. Rating of adult's health plan

Plan customer service and information

Respondents were asked about their experience trying to find information or completing paperwork regarding their health plan in the previous six months.

- 39% knew about the Medicaid helpline, far fewer than for children. Of these:
 - 17% had called for information or help
 - 72% said they usually or always got the information

- 44% percent of adults had looked for information on how their health plan works and indicated which information source they found most helpful
- Best information sources:
 - 10% Written materials
 - 16% DHS caseworker

The CAHPS information and paperwork composite reflects how often the respondent thought it was easy to get plan information and fill out forms, as well as the quality of the toll-free Medicaid help line.

- 30% had some forms to complete. Of these:
 - 48% of adult enrollees thought it was ‘always’ easy to get information and complete forms (an improvement from 2007), however
 - 31% never or only sometimes had an easy time with this (a decline from 2007) (Figure 3-13)

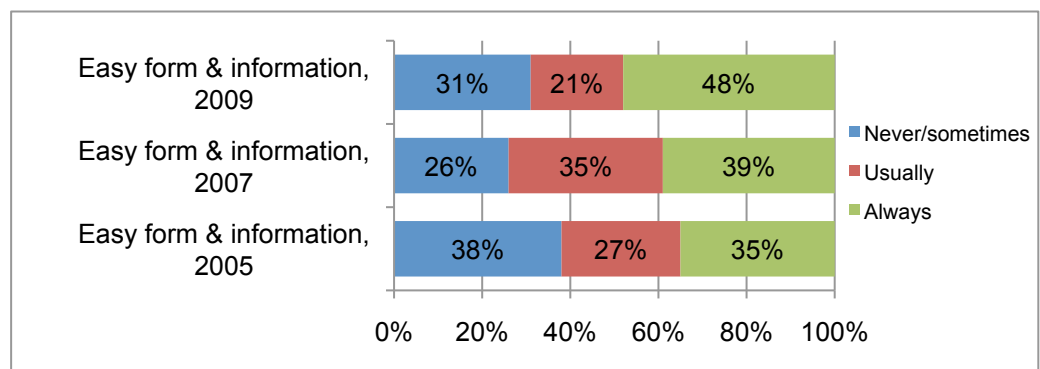



Figure 3-13. How often was it easy to get information and do paperwork?



*Two-thirds of
children in the
Medicaid SSI
program are male*

CHAPTER 4: SSI CHILD 2009 RESULTS

The Medicaid SSI program covers children who have a disability as defined by the Social Security Administration, and whose income is below 300% of the federal poverty level. The CAHPS survey was sent to parents or guardians of a random sample of children enrolled in the program. The following is a summary of results from the 2009 Survey of Iowa Medicaid Enrollees: SSI Survey. Where appropriate, comparisons are made with results from the Medicaid Fee-for-service and MediPASS programs. Responses to each item in the questionnaire are in Appendix A.

Demographics

The demographic make-up of children in the Medicaid SSI program is significantly different from those in the Fee-for-service and MediPASS programs. The upper threshold of the Medicaid SSI income limits is significantly higher than for children in the other programs. Also, because children must have a disability to qualify for the program, more enrolled children have a special health care need. Additionally, it is noteworthy that two-thirds of children in the SSI program are male, thus, two-thirds of the respondents were representing male children.

Health status & special needs

Because enrollment in the SSI program is dependent on having a disability, the health status of children is expected to be lower and the likelihood of being identified as having a special health care need is expected to be higher than for children in the regular Medicaid Fee-for-service and MediPASS programs.

Most children in the Medicaid SSI program fit the CAHPS CYSHCN definition

Table 4-1. Health status of children

| | Iowa Medicaid 2009 | Iowa Medicaid SSI 2009 |
|--------------------------|--------------------------|------------------------------|
| Global health rating | | |
| Excellent | 39% | 19% |
| Very good | 35% | 32% |
| Good | 21% | 37% |
| Fair/poor | 5% | 12% |
| Special health care need | 48% | 89% |

As shown in Table 4-1, children in the SSI program were reported to have much lower health status than children in the Fee-for-service and MediPASS programs. Almost nine out of ten children met the screening criteria for Children or Youth with a Special Health Care Need (CYSHCN) as compared to about half of children in Fee-for-service and MediPASS. On a related measure, 79% were reported to have a chronic physical or behavioral health condition that had lasted at least three months.

Access to care & use of services

Access to care

Overall, access to health care for children in SSI was evaluated by two CAHPS® composite measures:

- How often was it easy to get care for the child?
- How often was care provided quickly?

Access to care for children in the SSI program was found to be similar to that for children in the Fee-for-service and MediPASS programs. Over three-quarters (77%) of parents of children in SSI reported that it was 'usually' or 'always' easy to get care for their child, and 71% 'always' got care quickly. Eighty-eight percent indicated that their child usually or always received care quickly.

Unmet need for care in the last 6 months

Overall rates of unmet need for preventive care for children in the SSI program were similar to those in the Fee-for-service and MediPASS programs, while unmet need for care, tests, or treatment was slightly higher. Significantly higher rates of unmet need for children enrolled in SSI were found in the areas of specialty medical care, dental care, mental health care, and prescription medications (Table 4-2). These rates are for all children in Medicaid SSI, whether they needed this service or not.

**Table 4-2. Unmet health care needs among all children*
(percent of all respondents)**

| | Iowa Medicaid 2009 | Iowa Medicaid SSI 2009 |
|--------------------------|--------------------------|------------------------------|
| Care, tests or treatment | 7% | 9% |
| Preventive health care | 3% | 3% |
| Specialty medical care | 5% | 7% |
| Dental care | 5% | 6% |
| Mental health care | 3% | 5% |
| Prescription drugs | 9% | 14% |

*Unmet need was defined as couldn't get needed care sometime in last 6 months.

Unmet need for some services varied by plan:

- Care, tests or treatment: 9% SSI, 5% MediPASS, 7% Fee-for-service
- Mental health care: 5% SSI, 4% MediPASS, 1% Fee-for-service
- Prescription drugs: 14% SSI, 9% MediPASS, 6% Fee-for-service

One-third of children had visited an emergency department (ER) in the previous six months

Doctors and Visits

Respondents were asked about their child's health care in the previous six months, not including overnight stays in a hospital or dental care visits. Survey items asked generally about all visits to any doctor's office or clinic, as well as visits specifically to their child's personal doctor.

- Most (94%) children in SSI were reported to have a personal doctor
- Only 8% had tried to find a new personal doctor in the previous six months
- 66% of children have been going to the same personal doctor for three years or more, significantly more than children in the MediPASS or Fee-for-service programs (57%)

In general, children in SSI had their personal doctors longer than children in MediPASS or Fee-for-service, with over half having them for over 5 years (Figure 4-1)

- 87% of children in SSI with a personal doctor visited their personal doctor within the last 6 months
- 14% of children in SSI had 5 or more visits in past 6 months

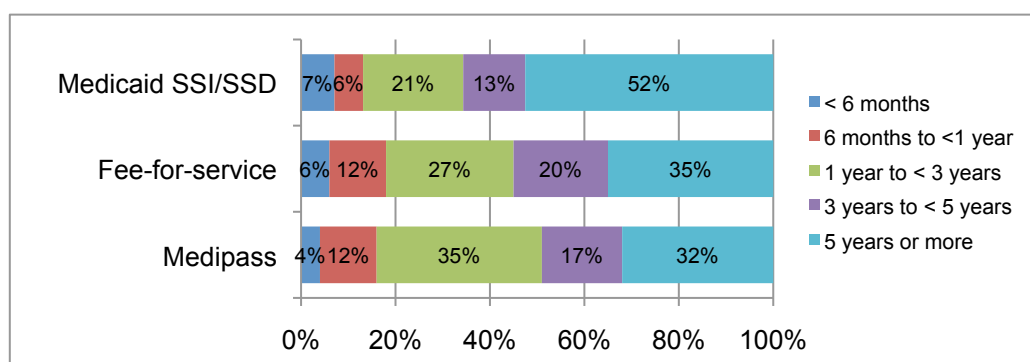


Figure 4-1. How long child has been going to his or her personal doctor by health plan – 2009

Almost half of the children in the SSI program needed behavioral/emotional health care services

Emergency care

Almost one-third of children in SSI had visited an ER in the previous six months, and 7% went to an ER three or more times during this time period, similar to children in the Fee-for-service and MediPASS programs.

Preventive care

Children in the SSI program used preventive services at a similar rate as children in the Fee-for-services and MediPASS programs:

- Three-quarters of children in SSI (77%) had a preventive health visit in past 12 months
- About half had discussions with their child's personal doctor about preventing injury, nutrition, exercise or other anticipatory guidance

Specialty care

- Half of all children in SSI saw a specialist in the past six months
 - This compares to less than one-quarter of children in MediPASS and Fee-for-service who saw a specialist
- 22% in SSI saw two or more specialists

Behavioral and emotional health care

Parents were asked to rate their child's current overall mental and emotional health, the need for and receipt of any treatment or counseling, the degree to which their child was helped by the counseling or treatment they received, and the unmet need for a mental or emotional health problem.

Almost half of children in the SSI program were reported to have a behavioral/emotional health issue (Table 4-3), much higher than for children in the Fee-for-service and MediPASS programs.

- Of those who needed care, 84% received at least some mental health care in the previous six months
- 10% of children who needed mental health care were 'sometimes' or 'never' able to receive it
- 20% of those who received counseling or treatment were helped 'a little' or 'not at all'

Table 4-3. Children's behavioral/emotional health status by plan

| | Iowa Medicaid 2009 | Iowa Medicaid SSI 2009 |
|---------------------------------------|-----------------------|---------------------------|
| Behavioral/emotional health rating | | |
| Excellent | 50% | 18% |
| Very good | 26% | 23% |
| Good | 17% | 32% |
| Fair/poor | 6% | 27% |

Prescription medication

Respondents were asked about their child's need for prescription medicine, and times when the child was unable to get it for any reason. Children in SSI were significantly more likely to use prescription drugs than other children in Medicaid:

- 79% of children in SSI got a prescription medication in the previous six months compared with 57% in Fee-for-service and MediPASS
- 71% usually or always found it easy to get prescription medicines

Dental care

Dental care was assessed by evaluating children's overall dental health, last dental checkup, presence of a dental home, and ability to get needed dental care. Access to and utilization of dental care for children in the SSI program was similar to that of other children in Medicaid:

Children in the SSI program reported lower dental health status than children in Fee-for-service or MediPASS

- 86% had a regular source of dental care (one main place)
- 78% had a dental check-up in the previous year
- 32% of children in SSI needed dental care in the previous six months
 - Of these, 97% needed checkups and cleaning, 79% needed other dental treatment such as fillings, and 32% needed emergency care
 - 18% sometimes or never were able to get needed dental care

The most common reasons given for unmet dental care need were:

- Inability to find a dentist who accepts Medicaid (56%)
- Trouble getting appointments (33%)
- Needing services not covered by Medicaid (22%)
- Couldn't afford non-covered services (22%)
- Transportation problems (33%)

Children in the SSI program were reported to have lower dental health status, as may be seen in Table 4-4.

Table 4-4. Children's dental health

| | Iowa Medicaid 2009 | Iowa Medicaid SSI 2009 |
|----------------------|--------------------------|------------------------------|
| Dental health rating | | |
| Excellent | 31% | 22% |
| Very good | 30% | 26% |
| Good | 27% | 32% |
| Fair/poor | 12% | 19% |

*Respondents
were generally
pleased with
their child's
personal doctor*

Quality of health care

Parents rated their child's health care, personal doctor and specialist (if applicable) on the CAHPS® global rating scale, where 0 = worst possible and 10 = best possible.

Rating of all child's health care

Overall ratings of the care that children in SSI received remained quite high. On a 0-10 scale, care for 58% of children enrolled in SSI was rated either a nine or ten, which was similar to the ratings of care for children enrolled in the Fee-for-service and MediPASS programs (60%).

Rating of child's personal doctor

Satisfaction with personal doctors for children enrolled in SSI was generally positive and similar to ratings for children enrolled in the Fee-for-service and MediPASS programs.

Almost three-quarters (73%) rated their child's personal doctor a nine or ten. Respondents also indicated that they would definitely (73%) or probably (22%) recommend their child's personal doctor to others. Only 5% would probably or definitely not recommend their child's doctor to others. These ratings were similar to those in the Fee-for-service and MediPASS programs.

Rating of specialist child saw most often

Among children in SSI who saw a specialist, ratings of those specialists were similar to those in the MediPASS program and to the national Medicaid data, but higher than for those in the Fee-for-service program. Sixty-nine percent of respondents gave a nine or ten rating to the specialist their child most frequently saw, higher than for those in the Fee-for-service program (51%). Specialists were rated slightly lower than personal doctors.

Dental care for children in SSI was rated lower than for Fee-for-service or MediPASS

Experience with child's personal doctor

As mentioned, almost all (94%) children in SSI had a personal doctor, and 87% had visited him or her in the last six months. During these visits: Of these, 89% said the doctor 'always' or 'usually' spent enough time with their child

- Just over three-quarters (77%) thought that the child's doctor always communicated well

Several questions asked about how the family was treated by the office staff. About two-thirds of respondents thought they were always treated with respect and over half reported that the staff was always helpful.

Rating of child's dental care

While over half (56%) of children who saw a dentist rated the care they received as a nine or ten, this is significantly lower than for children enrolled in the Fee-for-service or MediPASS programs (69%).

Rating of Medicaid health plan

Overall health plan ratings in 2009 for the SSI program were higher than the Fee-for-service plan and about the same as the MediPASS program (Figure 4-2).

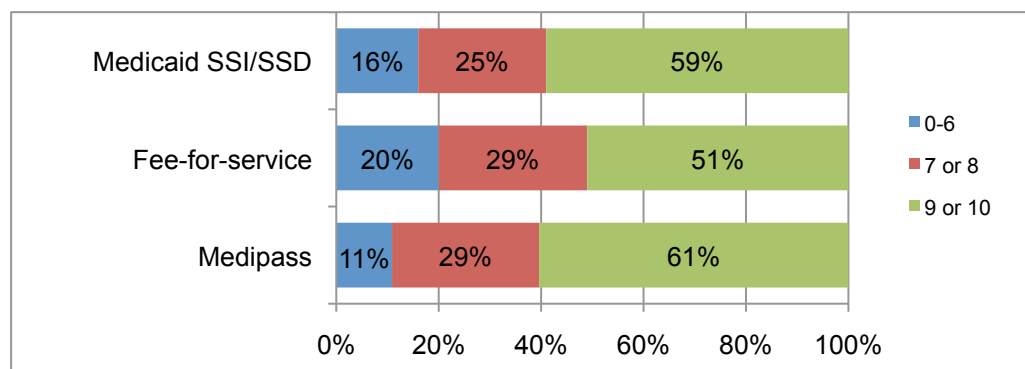


Figure 4-2. Rating of child's health plan by plan - 2009

Plan customer service & information

Respondents were asked about their experience trying to find information or completing paperwork regarding their child's health plan in the previous six months.

- 85% were aware of the toll-free Medicaid helpline
 - This was more than in the Fee-for-service and MediPASS plans (74%)
 - 9% of SSI respondents who knew about the helpline had called for help or information
- 28% had to complete plan-related paperwork in the last six months
- 12% had looked at written materials or on the internet for information about how their child's SSI plan works
- Similar to the Fee-for-service and MediPASS programs, DHS caseworkers and written materials were the most helpful sources of plan information

The CAHPS information and paperwork composite reflects how often respondents thought it was easy to get plan information and fill out forms, as well as the quality of the toll-free Medicaid help line. Forty-two percent thought it was never or sometimes easy to complete forms and paperwork.

Conclusions

Overall, children enrolled in the SSI program had access to care similar to those in the Fee-for-service and MediPASS programs, however they were more likely to have unmet need for specialist, dental, and behavioral/emotional health care, as well as for prescription medications. Children in SSI tended to have a longstanding relationship with a personal physician. Ratings of the Medicaid SSI program were higher than Fee-for-service and MediPASS. As expected children in SSI were more likely to have a special health care need. Two-thirds of children enrolled in SSI are males.

Appendix A
Child Medicaid Managed Care Survey 2009
Item Responses by Health Plan

| Total number of complete surveys for each plan | | |
|--|------------|-------------|
| | N | % |
| SSI/SSDI | 291 | 33% |
| Fee-for-Service | 308 | 34% |
| Child-MediPASS | 293 | 33% |
| <i>Total</i> | <i>892</i> | <i>100%</i> |

2. How many months or years in a row has your child been in Medicaid?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|--|-----------------|------------|--------------|------------|
| Less than 6 months | 4% | 1% | 2% | 1% |
| At least 6 months but less than 1 year | 14% | 11% | 12% | 9% |
| At least 1 year but less than 2 years | 17% | 17% | 17% | 11% |
| At least 2 years but less than 5 years | 29% | 38% | 34% | 34% |
| At least 5 years but less than 10 years | 24% | 23% | 24% | 28% |
| 10 years or more | 12% | 11% | 11% | 16% |
| <i>Total N</i> | <i>303</i> | <i>284</i> | <i>587</i> | <i>279</i> |

3. Do you use Medicaid for most or all of your child's health care?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 93% | 95% | 94% | 89% |
| No | 8% | 5% | 6% | 11% |
| <i>Total N</i> | <i>305</i> | <i>289</i> | <i>594</i> | <i>284</i> |

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

4. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office? (If No, go to Question 7)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 43% | 50% | 46% | 49% |
| No | 57% | 51% | 54% | 51% |
| <i>Total N</i> | <i>302</i> | <i>289</i> | <i>591</i> | <i>285</i> |

4. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office? (If No, go to Question 7)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|-----|-----------------|----------|--------------|----------|
| Yes | 43% | 50% | 46% | 49% |
| No | 57% | 51% | 54% | 51% |

5. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you thought he or she needed?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Never | 2% | 1% | 2% | 1% |
| Sometimes | 5% | 6% | 5% | 10% |
| Usually | 14% | 13% | 14% | 15% |
| Always | 80% | 80% | 80% | 74% |
| <i>Total N</i> | <i>132</i> | <i>143</i> | <i>275</i> | <i>139</i> |

6. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how long did he or she usually have to wait between trying to get care and actually seeing a provider?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|-------------------|-----------------|------------|--------------|------------|
| Same day | 72% | 74% | 73% | 67% |
| 1 day | 18% | 20% | 19% | 21% |
| 2-3 days | 8% | 4% | 6% | 10% |
| 4-7 days | 2% | 1% | 2% | < 1% |
| 8-14 days | < 1% | 1% | < 1% | 1% |
| 15 days or longer | 1% | < 1% | < 1% | 2% |
| <i>Total N</i> | <i>131</i> | <i>138</i> | <i>269</i> | <i>135</i> |

7. In the last 6 months, not counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic? (If No, go to Question 9)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 79% | 79% | 79% | 89% |
| No | 21% | 21% | 21% | 11% |
| <i>Total N</i> | <i>305</i> | <i>286</i> | <i>591</i> | <i>290</i> |

8. In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office as soon as you thought your child needed?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Never | 1% | 3% | 2% | 1% |
| Sometimes | 12% | 8% | 10% | 12% |
| Usually | 22% | 17% | 20% | 21% |
| Always | 65% | 72% | 68% | 66% |
| <i>Total N</i> | <i>241</i> | <i>228</i> | <i>469</i> | <i>256</i> |

9. In the last 6 months, how many times did your child go to an emergency room for care?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| None | 70% | 69% | 69% | 67% |
| 1 | 16% | 21% | 19% | 17% |
| 2 | 10% | 7% | 9% | 10% |
| 3 | 2% | 2% | 2% | 3% |
| 4 | 1% | 1% | 1% | 2% |
| 5 to 9 | 1% | < 1% | 1% | 1% |
| 10 or more | < 1% | < 1% | < 1% | < 1% |
| <i>Total N</i> | <i>306</i> | <i>289</i> | <i>595</i> | <i>290</i> |

10. In the last 6 months, not counting times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care? (If None, go to Question 12)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| None | 18% | 16% | 17% | 9% |
| 1 | 28% | 23% | 26% | 16% |
| 2 | 23% | 22% | 22% | 23% |
| 3 | 15% | 16% | 16% | 18% |
| 4 | 6% | 10% | 8% | 11% |
| 5 to 9 | 8% | 11% | 9% | 14% |
| 10 or more | 3% | 1% | 2% | 10% |
| <i>Total N</i> | <i>302</i> | <i>282</i> | <i>584</i> | <i>285</i> |

11. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Never | 2% | 1% | 1% | 1% |
| Sometimes | 6% | 7% | 7% | 10% |
| Usually | 18% | 14% | 16% | 22% |
| Always | 74% | 78% | 76% | 66% |
| <i>Total N</i> | <i>250</i> | <i>243</i> | <i>493</i> | <i>264</i> |

12. In the last 6 months, did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or health care? (If No, go to Question 15)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 43% | 43% | 43% | 47% |
| No | 57% | 57% | 57% | 53% |
| <i>Total N</i> | <i>244</i> | <i>242</i> | <i>486</i> | <i>259</i> |

13. In the last 6 months, did your child's doctor or other health provider talk with you about the pros and cons of each choice for your child's treatment or health care?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 91% | 93% | 92% | 92% |
| No | 9% | 7% | 8% | 8% |
| <i>Total N</i> | <i>104</i> | <i>102</i> | <i>206</i> | <i>124</i> |

14. In the last 6 months, when there was more than one choice for your child's treatment or health care, did your child's doctor or other health provider ask you which choice was best for your child?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 88% | 88% | 88% | 84% |
| No | 12% | 12% | 12% | 16% |
| <i>Total N</i> | <i>106</i> | <i>102</i> | <i>208</i> | <i>122</i> |

15. What number would you use to rate all of your child's health care in the last 6 months?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|------------------------------|-----------------|------------|--------------|------------|
| 0 Worst health care possible | < 1% | < 1% | < 1% | < 1% |
| 1 | < 1% | < 1% | < 1% | < 1% |
| 2 | < 1% | < 1% | < 1% | < 1% |
| 3 | 2% | 1% | 1% | 1% |
| 4 | 1% | 1% | 1% | 2% |
| 5 | 3% | 3% | 3% | 5% |
| 6 | 6% | 2% | 4% | 6% |
| 7 | 8% | 10% | 9% | 11% |
| 8 | 19% | 22% | 20% | 15% |
| 9 | 19% | 18% | 18% | 16% |
| 10 Best health care possible | 42% | 44% | 43% | 43% |
| <i>Total N</i> | <i>251</i> | <i>243</i> | <i>494</i> | <i>263</i> |

16. In the last 6 months, was there any time when your child needed care, tests or treatment but could not get it for any reason? (If No, go to Question 18)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 7% | 5% | 6% | 9% |
| No | 93% | 95% | 94% | 91% |
| <i>Total N</i> | <i>303</i> | <i>290</i> | <i>593</i> | <i>289</i> |

17. In the last 6 months, did any of the following stop you from getting care, tests or treatment for your child that you or a health professional thought your child needed? Check all that apply.

| | <i>Frequency (N=35)</i> | <i>Percent</i> |
|--|-----------------------------|----------------|
| Care needed was not covered by Medicaid | 11 | 2% |
| Trouble finding a doctor who accepts Medicaid | 14 | 2% |
| Problem getting a referral | 6 | 1% |
| Trouble getting an appointment with a doctor/clinic for a reason other than not accepting Medicaid | 6 | 1% |
| Could not afford it | 8 | 1% |
| Had to travel too far or other transportation problems | 9 | 2% |
| Didn't know where to go at night or on the weekend for care | 3 | 1% |
| Could not get off work | 6 | 1% |
| Other reason | 6 | 1% |

18. When was the last time your child went for a preventive health visit, such as a check-up, physical exam or vaccination shots?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---|-----------------|----------|-------|----------|
| Less than 6 months ago | 43% | 40% | 42% | 44% |
| At least 6 months ago but less than 1 year ago | 34% | 37% | 35% | 34% |
| At least 1 year ago but less than 3 years ago | 18% | 19% | 19% | 19% |
| At least 3 years ago but less than 5 years ago | 3% | 2% | 3% | 2% |
| 5 years ago or more | 2% | 2% | 2% | 1% |
| Total N | 302 | 288 | 590 | 289 |

19. In the last 6 months, was there any time when your child needed preventive care but could not get it for any reason?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 4% | 2% | 3% | 3% |
| No | 96% | 98% | 97% | 97% |
| Total N | 306 | 290 | 596 | 290 |

20. Is your child now enrolled in any kind of school or daycare? (If No, go to Question 23)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|------------------------|-----------------|----------|-------|----------|
| Yes, school or daycare | 82% | 81% | 81% | 86% |
| No | 19% | 19% | 19% | 14% |
| Total N | 303 | 284 | 587 | 289 |

21. In the last 6 months, did you need your child's doctors or other health care providers to contact a school or daycare center about your child's health or health care? (If No, go to Question 23)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 10% | 11% | 10% | 22% |
| No | 90% | 90% | 90% | 78% |
| Total N | 229 | 209 | 438 | 238 |

22. In the last 6 months, did you get the help you needed from your child's doctors or other health care providers in contacting your child's school or daycare?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|-----|-----------------|----------|-------|----------|
| Yes | 86% | 96% | 91% | 89% |
| No | 14% | 4% | 9% | 11% |

22. In the last 6 months, did you get the help you needed from your child’s doctors or other health care providers in contacting your child’s school or daycare?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|-----------|
| Yes | 86% | 96% | 91% | 89% |
| No | 14% | 4% | 9% | 11% |
| <i>Total N</i> | <i>21</i> | <i>23</i> | <i>44</i> | <i>53</i> |

SPECIALIZED SERVICES

23. In the last 6 months, did ou get or try to get any special medical equipment or devices for your child? (If No, go to Question 26)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 5% | 8% | 6% | 17% |
| No | 95% | 92% | 94% | 83% |
| <i>Total N</i> | <i>305</i> | <i>291</i> | <i>596</i> | <i>290</i> |

24. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|-----------|
| Never | 13% | 9% | 11% | 18% |
| Sometimes | 7% | 5% | 5% | 10% |
| Usually | 13% | 32% | 24% | 16% |
| Always | 67% | 55% | 60% | 56% |
| <i>Total N</i> | <i>15</i> | <i>22</i> | <i>37</i> | <i>50</i> |

25. Did anyone from your child’s health plan, doctor’s office, or clinic help you get special medical equipment or devices for your child?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|-----------|
| Yes | 67% | 74% | 71% | 88% |
| No | 33% | 26% | 29% | 12% |
| <i>Total N</i> | <i>15</i> | <i>23</i> | <i>38</i> | <i>50</i> |

26. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child? (If No, go to Question 29)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|-----|-----------------|----------|--------------|----------|
| Yes | 4% | 5% | 4% | 39% |
| No | 96% | 95% | 96% | 61% |

26. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child? (If No, go to Question 29)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 4% | 5% | 4% | 39% |
| No | 96% | 95% | 96% | 61% |
| Total N | 303 | 292 | 595 | 285 |

Pearson Chi-Square p=0.000

27. In the last 6 months, how often was it easy to get this therapy for your child?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|-----------|-----------------|----------|-------|----------|
| Never | < 1% | < 1% | < 1% | 9% |
| Sometimes | 31% | 14% | 22% | 8% |
| Usually | 8% | 14% | 11% | 19% |
| Always | 62% | 71% | 67% | 64% |
| Total N | 13 | 14 | 27 | 111 |

28. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 77% | 57% | 67% | 51% |
| No | 23% | 43% | 33% | 49% |
| Total N | 13 | 14 | 27 | 111 |

29. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service? (If No, go to Question 31)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 30% | 31% | 31% | 46% |
| No | 70% | 69% | 69% | 54% |
| Total N | 304 | 288 | 592 | 289 |

Pearson Chi-Square p=0.000

30. In the last 6 months, did anyone from Medicaid, doctor's office, or clinic help coordinate your child's care among these different providers or services?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 49% | 53% | 51% | 46% |
| No | 51% | 47% | 49% | 54% |
| Total N | 89 | 89 | 178 | 131 |

YOUR CHILD'S PERSONAL DOCTOR

31. Does your child have a personal doctor? (If No, go to Question 53)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 87% | 94% | 90% | 94% |
| No | 13% | 6% | 10% | 6% |
| Total N | 306 | 290 | 596 | 287 |

Pearson Chi-Square p=0.007

32. How long has your child been going to his or her personal doctor?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---|-----------------|----------|-------|----------|
| Less than 6 months | 6% | 4% | 5% | 7% |
| At least 6 months but less than 1 year | 12% | 12% | 12% | 6% |
| At least 1 year but less than 3 years | 27% | 35% | 31% | 21% |
| At least 3 years but less than 5 years | 20% | 17% | 18% | 13% |
| 5 years or more | 35% | 32% | 34% | 52% |
| Total N | 264 | 270 | 534 | 271 |

33. In the last 6 months, how many times did your child visit his or her personal doctor for care? (If None, go to Question 46)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|------------|-----------------|----------|-------|----------|
| None | 20% | 20% | 20% | 13% |
| 1 | 25% | 22% | 24% | 21% |
| 2 | 26% | 18% | 22% | 23% |
| 3 | 11% | 19% | 15% | 18% |
| 4 | 7% | 11% | 9% | 11% |
| 5 to 9 | 10% | 8% | 9% | 9% |
| 10 or more | 2% | 2% | 2% | 5% |
| Total N | 263 | 265 | 528 | 268 |

34. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Never | < 1% | 1% | < 1% | < 1% |
| Sometimes | 3% | 3% | 3% | 4% |
| Usually | 12% | 14% | 13% | 16% |
| Always | 84% | 83% | 84% | 79% |
| <i>Total N</i> | <i>210</i> | <i>219</i> | <i>429</i> | <i>237</i> |

35. In the last 6 months, how often did your child's personal doctor listen carefully to you?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Never | < 1% | 1% | < 1% | < 1% |
| Sometimes | 2% | 6% | 4% | 4% |
| Usually | 14% | 12% | 13% | 11% |
| Always | 83% | 82% | 82% | 85% |
| <i>Total N</i> | <i>209</i> | <i>218</i> | <i>427</i> | <i>238</i> |

36. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Never | 1% | 1% | 1% | 1% |
| Sometimes | 3% | 7% | 5% | 3% |
| Usually | 10% | 11% | 10% | 13% |
| Always | 87% | 82% | 84% | 83% |
| <i>Total N</i> | <i>210</i> | <i>217</i> | <i>427</i> | <i>238</i> |

37. Is your child able to talk with doctors about his or her health care? (If No, go to Question 39)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 64% | 62% | 63% | 63% |
| No | 37% | 38% | 37% | 37% |
| <i>Total N</i> | <i>208</i> | <i>219</i> | <i>427</i> | <i>237</i> |

38. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Never | < 1% | 1% | < 1% | 1% |
| Sometimes | 6% | 8% | 7% | 8% |
| Usually | 19% | 22% | 20% | 22% |
| Always | 75% | 70% | 73% | 70% |
| <i>Total N</i> | <i>130</i> | <i>135</i> | <i>265</i> | <i>148</i> |

39. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Never | 2% | 1% | 2% | 2% |
| Sometimes | 5% | 10% | 7% | 8% |
| Usually | 23% | 21% | 22% | 23% |
| Always | 70% | 68% | 69% | 67% |
| <i>Total N</i> | <i>211</i> | <i>219</i> | <i>430</i> | <i>237</i> |

40. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 83% | 82% | 83% | 82% |
| No | 17% | 18% | 17% | 19% |
| <i>Total N</i> | <i>211</i> | <i>219</i> | <i>430</i> | <i>238</i> |

41. In the last 6 months, did you and your child's personal doctor talk about things you can do to keep your child from getting injured?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 61% | 61% | 61% | 82% |
| No | 39% | 39% | 39% | 19% |
| <i>Total N</i> | <i>211</i> | <i>218</i> | <i>429</i> | <i>238</i> |

42. In the last 6 months, did your child's personal doctor give you any printed handouts or booklets with information about how to keep your child from getting injured?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 38% | 40% | 39% | 30% |
| No | 62% | 60% | 61% | 70% |
| <i>Total N</i> | <i>210</i> | <i>217</i> | <i>427</i> | <i>239</i> |

43. In the last 6 months, did you and your child's personal doctor talk about how much or what kind of food your child eats?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 59% | 57% | 58% | 53% |
| No | 42% | 43% | 42% | 47% |
| <i>Total N</i> | <i>212</i> | <i>226</i> | <i>438</i> | <i>243</i> |

44. In the last 6 months, did you and your child's personal doctor talk about how much or what kind of exercise your child gets?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 48% | 50% | 49% | 46% |
| No | 52% | 51% | 51% | 54% |
| <i>Total N</i> | <i>210</i> | <i>216</i> | <i>426</i> | <i>239</i> |

45. In the last 6 months, did you and your child's personal doctor talk about whether there are any problems in your household that might affect your child?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 39% | 40% | 40% | 31% |
| No | 61% | 60% | 60% | 69% |
| <i>Total N</i> | <i>210</i> | <i>218</i> | <i>428</i> | <i>238</i> |

46. What number would you use to rate your child's personal doctor?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------------------------|-----------------|----------|--------------|----------|
| 0 Worst personal doctor possible | < 1% | < 1% | < 1% | < 1% |
| 1 | < 1% | < 1% | < 1% | 1% |
| 2 | < 1% | < 1% | < 1% | < 1% |
| 3 | 1% | < 1% | 1% | 1% |
| 4 | 1% | 2% | 1% | 2% |
| 5 | 3% | 3% | 3% | 3% |
| 6 | 3% | 1% | 2% | 3% |
| 7 | 4% | 7% | 5% | 5% |
| 8 | 12% | 16% | 14% | 13% |
| 9 | 19% | 18% | 19% | 19% |
| 10 Best personal doctor possible | 56% | 53% | 54% | 54% |
| <i>Total N</i> | 263 | 272 | 535 | 273 |

47. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months? (If No, go to Question 50)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|----------|--------------|----------|
| Yes | 31% | 24% | 28% | 79% |
| No | 69% | 76% | 72% | 21% |
| <i>Total N</i> | 263 | 273 | 536 | 272 |

48. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|----------|--------------|----------|
| Yes | 91% | 94% | 92% | 92% |
| No | 9% | 6% | 8% | 8% |
| <i>Total N</i> | 81 | 63 | 144 | 209 |

49. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|----------|--------------|----------|
| Yes | 86% | 89% | 87% | 88% |
| No | 14% | 11% | 13% | 12% |
| <i>Total N</i> | 79 | 64 | 143 | 210 |

50. Would you recommend your child's personal doctor to your family members and friends who have children?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|----------|--------------|----------|
| Definitely yes | 74% | 76% | 75% | 73% |
| Probably yes | 21% | 19% | 20% | 22% |
| Probably not | 3% | 4% | 3% | 3% |
| Definitely not | 2% | 2% | 2% | 2% |
| <i>Total N</i> | 263 | 271 | 534 | 273 |

51. In the last 6 months, how often were clerks and receptionists at your child's personal doctor's office as helpful as you thought they should be?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|----------|--------------|----------|
| Never | 2% | 1% | 2% | 3% |
| Sometimes | 13% | 12% | 13% | 11% |
| Usually | 29% | 28% | 29% | 34% |
| Always | 56% | 59% | 58% | 52% |
| <i>Total N</i> | 262 | 272 | 534 | 272 |

52. In the last 6 months, how often did clerks and receptionists at your child's personal doctor's office treat you and your child with courtesy and respect?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|----------|--------------|----------|
| Never | 2% | 2% | 2% | 2% |
| Sometimes | 6% | 7% | 6% | 6% |
| Usually | 25% | 22% | 24% | 27% |
| Always | 67% | 69% | 68% | 66% |
| <i>Total N</i> | 261 | 271 | 532 | 272 |

GETTING HEALTH CARE FROM SPECIALISTS

53. In the last 6 months, did you try to make any appointments for your child to see a specialist?
(If No, go to Question 56)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 24% | 20% | 22% | 41% |
| No | 76% | 80% | 78% | 59% |
| <i>Total N</i> | <i>305</i> | <i>290</i> | <i>595</i> | <i>288</i> |

54. In the last 6 months, how often was it easy to get appointments with specialists for your child?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|------------|
| Never | 4% | 12% | 8% | 3% |
| Sometimes | 13% | 10% | 12% | 12% |
| Usually | 24% | 38% | 31% | 37% |
| Always | 59% | 40% | 50% | 49% |
| <i>Total N</i> | <i>70</i> | <i>58</i> | <i>128</i> | <i>120</i> |

55. In the last 6 months, was there any time when your child needed to see a specialist but could not see one for any reason?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|------------|
| Yes | 17% | 16% | 16% | 18% |
| No | 83% | 85% | 84% | 83% |
| <i>Total N</i> | <i>69</i> | <i>58</i> | <i>127</i> | <i>120</i> |

56. How many specialists has your child seen in the last 6 months? (If None, go to Question 59)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|-----------------------|-----------------|----------|--------------|----------|
| None | 73% | 80% | 76% | 50% |
| 1 specialist | 18% | 17% | 18% | 28% |
| 2 | 6% | 3% | 5% | 12% |
| 3 | 1% | 1% | 1% | 4% |
| 4 | 1% | < 1% | < 1% | 3% |
| 5 or more specialists | 1% | < 1% | < 1% | 3% |

56. How many specialists has your child seen in the last 6 months? (If None, go to Question 59)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|-----------------------|-----------------|------------|--------------|------------|
| None | 73% | 80% | 76% | 50% |
| 1 specialist | 18% | 17% | 18% | 28% |
| 2 | 6% | 3% | 5% | 12% |
| 3 | 1% | 1% | 1% | 4% |
| 4 | 1% | < 1% | < 1% | 3% |
| 5 or more specialists | 1% | < 1% | < 1% | 3% |
| <i>Total N</i> | <i>304</i> | <i>292</i> | <i>596</i> | <i>290</i> |

57. What number would you use to rate your child's specialist?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|-----------------------------|-----------------|-----------|--------------|------------|
| 0 Worst specialist possible | 1% | < 1% | 1% | 1% |
| 1 | 1% | < 1% | 1% | < 1% |
| 2 | 1% | < 1% | < 1% | < 1% |
| 3 | < 1% | < 1% | < 1% | 1% |
| 4 | < 1% | 3% | 1% | 4% |
| 5 | 4% | 3% | 4% | 4% |
| 6 | 7% | 7% | 7% | 6% |
| 7 | 15% | 9% | 12% | 5% |
| 8 | 21% | 10% | 17% | 12% |
| 9 | 22% | 17% | 20% | 20% |
| 10 Best specialist possible | 28% | 50% | 37% | 48% |
| <i>Total N</i> | <i>81</i> | <i>58</i> | <i>139</i> | <i>143</i> |

58. In the last 6 months, how many times did your child go to specialists for care?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|------------|
| 1 | 35% | 56% | 44% | 36% |
| 2 | 27% | 14% | 21% | 23% |
| 3 | 17% | 14% | 15% | 9% |
| 4 | 8% | 9% | 8% | 10% |
| 5 to 9 | 10% | 2% | 7% | 13% |
| 10 or more | 4% | 5% | 4% | 9% |
| <i>Total N</i> | <i>79</i> | <i>57</i> | <i>136</i> | <i>141</i> |

YOUR CHILD'S DENTAL CARE

59. How would you rate your child's overall dental health?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|-----------|-----------------|----------|-------|----------|
| Excellent | 37% | 34% | 36% | 22% |
| Very good | 28% | 33% | 31% | 26% |
| Good | 25% | 24% | 25% | 32% |
| Fair | 8% | 6% | 7% | 15% |
| Poor | 2% | 2% | 2% | 4% |
| Total N | 299 | 288 | 587 | 286 |

Pearson Chi-Square p=0.000

60. Is there one main place you usually take your child for dental care?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 85% | 81% | 83% | 86% |
| No | 15% | 19% | 17% | 14% |
| Total N | 300 | 288 | 588 | 288 |

61. In the last 6 months, how often were you able to get the dental care you or a dentist or other health provider thought your child needed?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|-----------|-----------------|----------|-------|----------|
| Never | 10% | 11% | 11% | 9% |
| Sometimes | 10% | 11% | 10% | 10% |
| Usually | 19% | 15% | 17% | 23% |
| Always | 61% | 63% | 62% | 59% |
| Total N | 288 | 274 | 562 | 281 |

62. When was your child's last dental checkup?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------------------------|-----------------|----------|-------|----------|
| Within the last year | 81% | 75% | 78% | 78% |
| Between 1 and 2 years ago | 6% | 7% | 6% | 12% |
| More than 2 years ago | 2% | 1% | 2% | 4% |
| Never been to dentist | 12% | 17% | 14% | 6% |
| Total N | 293 | 286 | 579 | 286 |

63. In the last 6 months, was there any time when you or a health professional thought your child needed dental care? (If No, go to Question 68)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 28% | 24% | 26% | 32% |
| No | 72% | 76% | 74% | 68% |
| <i>Total N</i> | <i>300</i> | <i>284</i> | <i>584</i> | <i>285</i> |

64. What kinds of dental care did your child need in the last 6 months? Check all that apply.

| | <i>Frequency (N=154)</i> | <i>Percent</i> |
|-----------------------------------|------------------------------|----------------|
| Checkup and cleaning | 127 | 21% |
| Emergency dental care | 18 | 3% |
| Other treatment, such as fillings | 65 | 11% |

65. What number would you use to rate your child's dental care?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|------------------------------|-----------------|-----------|--------------|-----------|
| 0 Worst dental care possible | 3% | 4% | 3% | 8% |
| 1 | 1% | < 1% | 1% | < 1% |
| 2 | < 1% | 1% | 1% | 1% |
| 3 | < 1% | < 1% | < 1% | 2% |
| 4 | < 1% | 1% | 1% | 1% |
| 5 | 4% | 3% | 3% | 2% |
| 6 | < 1% | 1% | 1% | 6% |
| 7 | 5% | 6% | 5% | 10% |
| 8 | 16% | 17% | 17% | 14% |
| 9 | 16% | 15% | 15% | 10% |
| 10 Best dental care possible | 56% | 51% | 53% | 46% |
| <i>Total N</i> | <i>81</i> | <i>69</i> | <i>150</i> | <i>88</i> |

66. In the last 6 months, was there any time when your child needed dental care but could not get it for any reason? (If No, go to Question 68)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|-----------|
| Yes | 19% | 20% | 20% | 19% |
| No | 81% | 80% | 80% | 81% |
| <i>Total N</i> | <i>84</i> | <i>69</i> | <i>153</i> | <i>94</i> |

67. In the last 6 months, did any of the following stop you from getting dental care or treatment that you or a dentist thought your child needed? Check all that apply.

| | <i>Frequency (N=30)</i> | <i>Percent</i> |
|---|-----------------------------|----------------|
| Care my child needed was not covered by Medicaid | 13 | 2% |
| Trouble finding a dentist who accepts Medicaid | 19 | 3% |
| Trouble getting an appointment with a dentist for a reason other than not accepting Medicaid | 3 | 1% |
| Could not afford it | 11 | 2% |
| Had to travel too far or other transportation problems | 11 | 2% |
| Didn't know where to go at night or on the weekend for care | 2 | < 1% |
| Could not get off work | 4 | 1% |
| Other | 4 | 1% |

YOUR CHILD'S MENTAL AND EMOTIONAL HEALTH CARE

68. In general, how would you rate your child's overall mental and emotional health now?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Excellent | 48% | 53% | 50% | 18% |
| Very good | 25% | 28% | 26% | 23% |
| Good | 18% | 17% | 17% | 32% |
| Fair | 8% | 2% | 5% | 23% |
| Poor | 2% | < 1% | 1% | 5% |
| <i>Total N</i> | <i>305</i> | <i>291</i> | <i>596</i> | <i>289</i> |

69. In the last 6 months, did you or a health provider believe your child needed any treatment or counseling for an emotional, developmental, or behavioral problem? (If No, go to Question 74)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 22% | 15% | 18% | 48% |
| No | 78% | 85% | 82% | 52% |
| <i>Total N</i> | <i>304</i> | <i>291</i> | <i>595</i> | <i>288</i> |

Pearson Chi-Square p=0.038

70. In the last 6 months, did your child get any treatment or counseling for an emotional, developmental, or behavioral problem? (If No, go to Question 73)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|-----|-----------------|----------|--------------|----------|
| Yes | 79% | 76% | 78% | 84% |
| No | 21% | 24% | 22% | 16% |

70. In the last 6 months, did your child get any treatment or counseling for an emotional, developmental, or behavioral problem? (If No, go to Question 73)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 79% | 76% | 78% | 84% |
| No | 21% | 24% | 22% | 16% |
| Total N | 66 | 45 | 111 | 139 |

71. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|-----------|-----------------|----------|-------|----------|
| Never | 2% | 3% | 2% | 1% |
| Sometimes | 8% | 15% | 11% | 5% |
| Usually | 31% | 21% | 27% | 26% |
| Always | 59% | 62% | 60% | 68% |
| Total N | 51 | 34 | 85 | 116 |

72. In the last 6 months, how much do you think your child was helped by the counseling or treatment he or she got?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|------------|-----------------|----------|-------|----------|
| Not at all | 6% | 3% | 5% | 3% |
| A little | 10% | 6% | 8% | 16% |
| Somewhat | 33% | 47% | 38% | 33% |
| A lot | 52% | 44% | 49% | 47% |
| Total N | 52 | 32 | 84 | 117 |

73. In the last 6 months, was there any time when your child needed treatment or counseling for an emotional, developmental, or behavioral problem but could not get it for any reason?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 5% | 23% | 12% | 10% |
| No | 95% | 77% | 88% | 90% |
| Total N | 65 | 43 | 108 | 139 |

Pearson Chi-Square p=0.000

YOUR CHILD'S MEDICAID HEALTH PLAN

74. In the last 6 months, did you try to get any kind of care, tests, or treatment for your child through Medicaid? (If No, go to Question 78)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|-----|-----------------|----------|-------|----------|
| Yes | 46% | 48% | 47% | 46% |
| No | 54% | 52% | 53% | 54% |

74. In the last 6 months, did you try to get any kind of care, tests, or treatment for your child through Medicaid? (If No, go to Question 78)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 46% | 48% | 47% | 46% |
| No | 54% | 52% | 53% | 54% |
| <i>Total N</i> | <i>302</i> | <i>288</i> | <i>590</i> | <i>290</i> |

75. In the last 6 months, how often was it easy to get the care, tests or treatment you thought your child needed through Medicaid?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Never | 1% | 2% | 2% | 2% |
| Sometimes | 8% | 8% | 8% | 8% |
| Usually | 23% | 24% | 23% | 28% |
| Always | 68% | 66% | 67% | 62% |
| <i>Total N</i> | <i>141</i> | <i>136</i> | <i>277</i> | <i>133</i> |

76. In the last 6 months, did you have to get approval from Medicaid for any care, tests, or treatment for your child? (If No, go to Question 78)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 20% | 26% | 23% | 24% |
| No | 80% | 74% | 77% | 76% |
| <i>Total N</i> | <i>139</i> | <i>138</i> | <i>277</i> | <i>131</i> |

77. In the last 6 months, how often was it easy to get approval from Medicaid for care, tests, or treatment for your child?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|-----------|
| Never | 10% | 9% | 9% | 22% |
| Sometimes | 17% | 14% | 16% | 28% |
| Usually | 31% | 46% | 39% | 16% |
| Always | 41% | 31% | 36% | 34% |
| <i>Total N</i> | <i>29</i> | <i>35</i> | <i>64</i> | <i>32</i> |

78. Did you know that there is a Medicaid helpline (1-800-338-9154) that you can call to get information or help for your child? (If No, go to Question 82)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 67% | 79% | 74% | 85% |
| No | 33% | 21% | 26% | 15% |
| Total N | 153 | 195 | 348 | 137 |

Pearson Chi-Square p=0.010

79. In the last 6 months, did you try to get information or help for your child from the Medicaid helpline (1-800-338-9154)? (If No, go to Question 82)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 5% | 6% | 6% | 9% |
| No | 95% | 94% | 94% | 91% |
| Total N | 114 | 160 | 274 | 134 |

80. In the last 6 months, how often did the Medicaid helpline give you the information or help you needed?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|-----------|-----------------|----------|-------|----------|
| Never | 25% | 36% | 32% | 36% |
| Sometimes | 25% | < 1% | 11% | 14% |
| Usually | 38% | < 1% | 16% | < 1% |
| Always | 13% | 64% | 42% | 50% |
| Total N | 8 | 11 | 19 | 14 |

81. In the last 6 months, how often did the Medicaid helpline staff treat you with courtesy and respect?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|-----------|-----------------|----------|-------|----------|
| Never | 25% | 22% | 24% | 15% |
| Sometimes | 13% | < 1% | 6% | 8% |
| Usually | 13% | < 1% | 6% | 8% |
| Always | 50% | 78% | 65% | 69% |
| Total N | 8 | 9 | 17 | 13 |

82. In the last 6 months, did you look for any information in written materials or on the Internet about how Medicaid works? (If No, go to Question 84)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|----------|--------------|----------|
| Yes | 7% | 5% | 6% | 12% |
| No | 93% | 96% | 94% | 88% |
| <i>Total N</i> | 295 | 288 | 583 | 289 |

83. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how Medicaid works?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|----------|--------------|----------|
| Never | 10% | 8% | 9% | 6% |
| Sometimes | 35% | 39% | 36% | 49% |
| Usually | 35% | 8% | 24% | 26% |
| Always | 20% | 46% | 30% | 20% |
| <i>Total N</i> | 20 | 13 | 33 | 35 |

84. In the last 6 months, which source of information was the MOST helpful for you in learning about how Medicaid works? Check only one.

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|--|-----------------|----------|--------------|----------|
| Did not look for information | 55% | 57% | 56% | 57% |
| DHS Medicaid websites | 3% | 3% | 3% | 3% |
| Other website | 1% | < 1% | < 1% | 1% |
| Written materials from my child's health plan | 8% | 11% | 10% | 12% |
| Phone calls to the Medicaid helpline | 1% | 3% | 2% | 1% |
| County DHS Medicaid office | 3% | 5% | 4% | 4% |
| DHS caseworker | 15% | 13% | 14% | 10% |
| Friends or family who use the same health plan | 9% | 6% | 7% | 8% |
| Other | 5% | 3% | 4% | 3% |
| <i>Total N</i> | 294 | 284 | 578 | 278 |

85. In the last 6 months, did you try to find a personal doctor for your child who was part of Medicaid? (If No, go to Question 88)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|----------|--------------|----------|
| Yes | 11% | 10% | 10% | 8% |
| No | 90% | 90% | 90% | 92% |
| <i>Total N</i> | 305 | 288 | 593 | 289 |

86. In the last 6 months, how much of a problem did you have finding a personal doctor you liked for your child who was part of Medicaid? (If Not a problem, go to Question 88)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|-----------|
| Big problem | 28% | 14% | 21% | 30% |
| Small problem | 16% | 14% | 15% | 30% |
| Not a problem | 56% | 72% | 64% | 39% |
| <i>Total N</i> | <i>32</i> | <i>29</i> | <i>61</i> | <i>23</i> |

87. In the last 6 months, what kinds of problems did you have in finding a doctor you liked for your child who was part of Medicaid? *Check all that apply.*

| | <i>Frequency (N=22)</i> | <i>Percent</i> |
|--|-----------------------------|----------------|
| I didn't know which doctors were part of my child's plan | 5 | 1% |
| The doctor I liked was not taking new Medicaid patients | 9 | 2% |
| Other | 4 | 1% |

88. In the last 6 months, did Medicaid give you any forms to fill out? (If No, go to Question 90)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 25% | 24% | 24% | 28% |
| No | 75% | 76% | 76% | 72% |
| <i>Total N</i> | <i>302</i> | <i>281</i> | <i>583</i> | <i>284</i> |

89. In the last 6 months, how often were the forms from Medicaid easy to fill out?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|-----------|
| Never | 7% | 7% | 7% | 1% |
| Sometimes | 24% | 19% | 22% | 18% |
| Usually | 43% | 34% | 39% | 35% |
| Always | 27% | 40% | 33% | 46% |
| <i>Total N</i> | <i>75</i> | <i>68</i> | <i>143</i> | <i>80</i> |

90. What number would you use to rate Medicaid?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|------------------------------|-----------------|------------|--------------|------------|
| 0 Worst health plan possible | < 1% | < 1% | < 1% | 1% |
| 1 | < 1% | < 1% | < 1% | < 1% |
| 2 | < 1% | < 1% | < 1% | < 1% |
| 3 | 1% | 1% | 1% | 2% |
| 4 | 3% | 1% | 2% | 2% |
| 5 | 9% | 6% | 8% | 5% |
| 6 | 6% | 3% | 5% | 7% |
| 7 | 10% | 10% | 10% | 9% |
| 8 | 19% | 19% | 19% | 16% |
| 9 | 16% | 19% | 17% | 15% |
| 10 Best health plan possible | 35% | 42% | 38% | 44% |
| <i>Total N</i> | <i>301</i> | <i>285</i> | <i>586</i> | <i>285</i> |

91. Would you recommend Medicaid to your family members or friends who have children if they had a choice of getting care for their child through Medicaid?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Definitely yes | 62% | 68% | 65% | 64% |
| Probably yes | 33% | 28% | 30% | 34% |
| Probably not | 4% | 3% | 3% | 2% |
| Definitely not | 1% | 2% | 2% | < 1% |
| <i>Total N</i> | <i>307</i> | <i>287</i> | <i>594</i> | <i>287</i> |

YOUR CHILD'S PRESCRIPTION MEDICINES**92. In the last 6 months, did you get or refill any prescription medicines for your child? (If No, go to Question 95)**

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 57% | 58% | 57% | 79% |
| No | 44% | 42% | 43% | 21% |
| <i>Total N</i> | <i>306</i> | <i>290</i> | <i>596</i> | <i>290</i> |

93. In the last 6 months, how often was it easy to get prescription medicines for your child through Medicaid?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Never | < 1% | 1% | < 1% | 2% |
| Sometimes | 5% | 10% | 7% | 8% |
| Usually | 15% | 14% | 15% | 19% |
| Always | 80% | 75% | 78% | 71% |
| <i>Total N</i> | <i>170</i> | <i>169</i> | <i>339</i> | <i>228</i> |

94. Did anyone from Medicaid, your child's doctor's office, or clinic help you get your child's prescription medicines?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 51% | 52% | 52% | 58% |
| No | 49% | 48% | 48% | 43% |
| <i>Total N</i> | <i>170</i> | <i>170</i> | <i>340</i> | <i>226</i> |

95. In the last 6 months, was there any time when your child needed prescription medication but could not get it for any reason?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 6% | 9% | 7% | 14% |
| No | 94% | 91% | 93% | 86% |
| <i>Total N</i> | <i>303</i> | <i>288</i> | <i>591</i> | <i>289</i> |

YOUR CHILD'S HEALTH

96. In general, how would you rate your child's overall health?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Excellent | 50% | 46% | 48% | 19% |
| Very good | 34% | 40% | 37% | 32% |
| Good | 14% | 13% | 13% | 37% |
| Fair | 3% | 1% | 2% | 10% |
| Poor | < 1% | < 1% | < 1% | 1% |
| <i>Total N</i> | <i>307</i> | <i>291</i> | <i>598</i> | <i>288</i> |

97. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?
(If No, go to Question 98)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 31% | 32% | 31% | 73% |
| No | 69% | 68% | 69% | 27% |
| Total N | 303 | 284 | 587 | 288 |

Pearson Chi-Square p=0.000

97a. Is this because of any medical, behavioral, or other health condition? (If No, go to Question 98)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 83% | 82% | 82% | 95% |
| No | 17% | 18% | 18% | 5% |
| Total N | 93 | 88 | 181 | 210 |

Pearson Chi-Square p=0.000

97b. Is this a condition that has lasted or is expected to last for at least 12 months?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 91% | 85% | 88% | 95% |
| No | 9% | 15% | 12% | 5% |
| Total N | 76 | 67 | 143 | 197 |

Pearson Chi-Square p=0.033

98. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age? (If No, go to Question 99)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 18% | 15% | 16% | 78% |
| No | 82% | 85% | 84% | 22% |
| Total N | 297 | 279 | 576 | 283 |

Pearson Chi-Square p=0.000

98a. Is this because of any medical, behavioral, or other health condition? (If No, go to Question 99)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 93% | 84% | 89% | 97% |
| No | 7% | 16% | 11% | 3% |
| Total N | 54 | 44 | 98 | 223 |

98b. Is this a condition that has lasted or is expected to last for at least 12 months?

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 94% | 89% | 92% | 99% |
| No | 6% | 11% | 8% | 1% |
| Total N | 50 | 36 | 86 | 216 |

99. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do? (If No, go to Question 100)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 8% | 9% | 9% | 66% |
| No | 92% | 91% | 91% | 34% |
| Total N | 296 | 275 | 571 | 285 |

*Pearson Chi-Square p=0.039***99a. Is this because of any medical, behavioral, or other health condition? (If No, go to Question 100)**

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 79% | 53% | 65% | 95% |
| No | 21% | 47% | 35% | 5% |
| Total N | 28 | 32 | 60 | 187 |

*Pearson Chi-Square p=0.000***99b. Is this a condition that has lasted or is expected to last for at least 12 months?**

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 89% | 95% | 91% | 99% |
| No | 11% | 5% | 9% | 1% |
| Total N | 27 | 19 | 46 | 179 |

100. Does your child need or get special therapy, such as physical, occupational or speech therapy? (If No, go to Question 101)

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------|-----------------|----------|-------|----------|
| Yes | 8% | 5% | 6% | 48% |
| No | 93% | 95% | 94% | 52% |
| Total N | 293 | 277 | 570 | 285 |

100a. Is this because of any medical, behavioral, or other health condition? (If No, go to Question 101)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|------------|
| Yes | 58% | 35% | 49% | 94% |
| No | 42% | 65% | 51% | 7% |
| <i>Total N</i> | <i>24</i> | <i>17</i> | <i>41</i> | <i>139</i> |

100b. Is this a condition that has lasted or is expected to last for at least 12 months?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|----------|--------------|------------|
| Yes | 75% | 86% | 78% | 98% |
| No | 25% | 14% | 22% | 2% |
| <i>Total N</i> | <i>20</i> | <i>7</i> | <i>27</i> | <i>128</i> |

101. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling? (If No, go to Question 102)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 21% | 16% | 19% | 65% |
| No | 79% | 84% | 81% | 35% |
| <i>Total N</i> | <i>303</i> | <i>283</i> | <i>586</i> | <i>281</i> |

101a. Has this problem lasted or is it expected to last for at least 12 months?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|-----------|--------------|------------|
| Yes | 88% | 82% | 86% | 96% |
| No | 12% | 18% | 14% | 4% |
| <i>Total N</i> | <i>60</i> | <i>44</i> | <i>104</i> | <i>181</i> |

SPECIAL HEALTH CARE NEEDS SCREENER

| <i>5 Domains</i> | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|-------------------------------------|-----------------|------------|--------------|------------|
| Prescription medication | 22% | 20% | 21% | 64% |
| Regular use of services | 15% | 11% | 13% | 73% |
| Need for specialized therapy | 4% | 2% | 3% | 43% |
| Mental health problem | 17% | 12% | 15% | 60% |
| Functional limitations | 7% | 6% | 6% | 61% |
| <i>Any special health care need</i> | <i>29%</i> | <i>28%</i> | <i>28%</i> | <i>89%</i> |

| <i>3 Domains</i> | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|-------------------------------------|-----------------|------------|--------------|------------|
| Prescription medication | 22% | 20% | 21% | 64% |
| Service use | 22% | 18% | 20% | 82% |
| Functional limitations | 7% | 6% | 6% | 60% |
| <i>Any special health care need</i> | <i>29%</i> | <i>28%</i> | <i>28%</i> | <i>89%</i> |

102. Does your child now have any health conditions that have lasted or are expected to last for at least 3 months? Check all that apply.

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|---|-----------------|----------|--------------|----------|
| Asthma | 12% | 11% | 11% | 23% |
| Cancer, other than skin cancer | < 1% | < 1% | < 1% | < 1% |
| Chronic allergies or sinus problems | 8% | 10% | 9% | 16% |
| Chronic back, bone, neck or muscle problems | 2% | 1% | 1% | 5% |
| Dental, tooth or mouth problems | 8% | 8% | 8% | 12% |
| Developmental delays or mental retardation | 4% | 2% | 3% | 44% |
| Diabetes | 1% | 1% | 1% | 1% |
| Frequent bladder problems | 1% | 2% | 2% | 9% |
| Frequent bowel problems | 2% | 4% | 3% | 10% |
| Frequent ear infections | 4% | 6% | 5% | 8% |
| Skin problems | 8% | 5% | 6% | 11% |
| Hearing impairment or deafness | 2% | 1% | 1% | 7% |
| A physical disability | 1% | 1% | 1% | 13% |
| Speech or language problems | 7% | 4% | 5% | 34% |
| Migraine headaches | 5% | 2% | 3% | 8% |
| Other chronic physical health condition | 7% | 5% | 6% | 29% |

103. Does your child now have any emotional, developmental, or behavioral problems that have lasted or are expected to last for at least 3 months? Check all that apply.

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|--|-----------------|----------|-------|----------|
| ADHD/ADD | 13% | 7% | 10% | 50% |
| Anxiety | 8% | 5% | 6% | 20% |
| Attention problems | 11% | 9% | 10% | 35% |
| Behavioral problems | 11% | 8% | 10% | 47% |
| Depression | 8% | 3% | 6% | 18% |
| Drug or alcohol related problems | 1% | < 1% | 1% | 1% |
| Emotional problems other than depression or anxiety | 3% | 3% | 3% | 13% |
| Learning disability | 10% | 5% | 8% | 51% |
| Any other chronic emotional or mental health condition | 2% | 2% | 2% | 16% |

104. Does your child now have any problems with his or her eyes that has lasted at least 3 months? Check all that apply.

| | Fee-for-Service | MediPASS | Total | SSI/SSDI |
|---------------------------|-----------------|----------|-------|----------|
| Needs glasses or contacts | 21% | 20% | 20% | 36% |
| Other eye condition | 3% | 1% | 2% | 10% |
| No | 51% | 47% | 49% | 47% |

ABOUT YOU AND YOUR CHILD

105. What is your child's age?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------------|-----------------|----------|--------------|----------|
| Less than 1 year old | 5% | 4% | 5% | 4% |
| 1 | 6% | 7% | 7% | 6% |
| 2 | 8% | 10% | 9% | 7% |
| 3 | 6% | 6% | 6% | 5% |
| 4 | 8% | 5% | 7% | 6% |
| 5 | 7% | 7% | 7% | 6% |
| 6 | 8% | 7% | 7% | 6% |
| 7 | 5% | 5% | 5% | 5% |
| 8 | 5% | 7% | 6% | 6% |
| 9 | 4% | 6% | 5% | 7% |
| 10 | 4% | 7% | 5% | 5% |
| 11 | 4% | 5% | 4% | 5% |
| 12 | 5% | 3% | 4% | 5% |
| 13 | 5% | 5% | 5% | 6% |
| 14 | 3% | 3% | 3% | 4% |
| 15 | 7% | 6% | 6% | 6% |
| 16 | 5% | 5% | 5% | 5% |
| 17 | 4% | 3% | 4% | 4% |
| 18 | < 1% | < 1% | < 1% | < 1% |
| <i>Total N</i> | 303 | 285 | 588 | 244 |

106. Is your child male or female?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|----------|--------------|----------|
| Male | 47% | 50% | 48% | 67% |
| Female | 53% | 51% | 52% | 33% |
| <i>Total N</i> | 304 | 285 | 589 | 287 |

107. What is your child's race or ethnicity? Mark one or more.

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|--|-----------------|----------|--------------|----------|
| White | 72% | 75% | 74% | 75% |
| Black or African-American | 16% | 13% | 14% | 19% |
| Latino or Hispanic | 13% | 14% | 14% | 10% |
| Asian | 2% | 1% | 2% | 1% |
| Native Hawaiian or other Pacific Islander | < 1% | < 1% | < 1% | 1% |
| American Indian or Alaska Native | 4% | 1% | 2% | 3% |
| Other | 3% | 1% | 2% | 3% |

108. What language does your child mainly speak at home?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| English | 95% | 96% | 96% | 98% |
| Spanish | 2% | 3% | 3% | 1% |
| Other | 3% | 1% | 2% | 1% |
| <i>Total N</i> | <i>300</i> | <i>278</i> | <i>578</i> | <i>285</i> |

109. What is your age?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Under 18 | 4% | 4% | 4% | 9% |
| 18 to 24 | 12% | 13% | 12% | 6% |
| 25 to 34 | 41% | 42% | 41% | 36% |
| 35 to 44 | 30% | 30% | 30% | 32% |
| 45 to 54 | 9% | 9% | 9% | 13% |
| 55 to 64 | 3% | 2% | 2% | 4% |
| 65 to 74 | 1% | < 1% | 1% | 2% |
| 75 or older | < 1% | < 1% | < 1% | < 1% |
| <i>Total N</i> | <i>304</i> | <i>284</i> | <i>588</i> | <i>289</i> |

110. Are you male or female?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Male | 10% | 11% | 10% | 6% |
| Female | 90% | 90% | 90% | 94% |
| <i>Total N</i> | <i>302</i> | <i>285</i> | <i>587</i> | <i>289</i> |

111. What is the highest grade or level of school you have completed?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|--|-----------------|------------|--------------|------------|
| 8th grade or less | 5% | 5% | 5% | 2% |
| Some high school, but did not graduate | 10% | 10% | 10% | 14% |
| High school graduate or GED | 32% | 32% | 32% | 39% |
| Some college or 2-year degree | 44% | 41% | 43% | 38% |
| 4-year college graduate | 7% | 9% | 8% | 6% |
| More than 4-year college degree | 2% | 3% | 3% | 1% |
| <i>Total N</i> | <i>304</i> | <i>288</i> | <i>592</i> | <i>282</i> |

112. How are you related to the child?

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|------------------|-----------------|------------|--------------|------------|
| Mother or father | 94% | 96% | 95% | 91% |
| Grandparent | 3% | 2% | 3% | 6% |
| Aunt or uncle | 1% | 2% | 1% | 1% |
| Older sibling | < 1% | < 1% | < 1% | < 1% |
| Other relative | 1% | < 1% | 1% | < 1% |
| Legal guardian | 1% | < 1% | < 1% | 2% |
| <i>Total N</i> | <i>304</i> | <i>292</i> | <i>596</i> | <i>282</i> |

113. Did someone help you complete this survey? (If No, go to Comments)

| | Fee-for-Service | MediPASS | <i>Total</i> | SSI/SSDI |
|----------------|-----------------|------------|--------------|------------|
| Yes | 7% | 6% | 6% | 4% |
| No | 94% | 94% | 94% | 96% |
| <i>Total N</i> | <i>215</i> | <i>191</i> | <i>406</i> | <i>243</i> |

114. How did that person help you? Check all that apply.

| | <i>Frequency (N=25)</i> | <i>Percent</i> |
|---|-----------------------------|----------------|
| Read the questions to me | 12 | 2% |
| Wrote down the answers I gave | 5 | 1% |
| Answered the questions for me | 6 | 1% |
| Translated the questions into my language | 10 | 2% |
| Helped in some other way | 3 | 1% |

Appendix B
Adult Medicaid Managed Care Survey 2007
Item Responses by Health Plan

| Total number of complete surveys for each plan | | |
|---|------------|-------------|
| | N | % |
| Fee-for-Service | 278 | 52% |
| Adult-MediPASS | 257 | 48% |
| <i>Total</i> | <i>535</i> | <i>100%</i> |

SURVEY ITEMS

2. How many months or years in a row have you been in Medicaid?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|---|-----------------|------------|--------------|
| Less than 6 months | 2% | 6% | 4% |
| At least 6 months but less than 1 year | 17% | 11% | 14% |
| At least 1 year but less than 2 years | 15% | 23% | 19% |
| At least 2 years but less than 5 years | 32% | 33% | 33% |
| At least 5 years but less than 10 years | 19% | 17% | 18% |
| 10 years or more | 15% | 11% | 13% |
| <i>Total N</i> | <i>270</i> | <i>246</i> | <i>516</i> |

Pearson Chi-Square p=0.015

3. Do you use Medicaid for most or all of your health care?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 95% | 96% | 96% |
| No | 5% | 4% | 4% |
| <i>Total N</i> | <i>272</i> | <i>254</i> | <i>526</i> |

YOUR HEALTH CARE IN THE LAST 6 MONTHS

4. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office? (If No, go to Question 7)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 59% | 56% | 58% |
| No | 41% | 44% | 42% |
| <i>Total N</i> | <i>276</i> | <i>253</i> | <i>529</i> |

5. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 1% | < 1% | < 1% |
| Sometimes | 14% | 13% | 14% |
| Usually | 26% | 33% | 29% |
| Always | 59% | 54% | 57% |
| <i>Total N</i> | <i>163</i> | <i>140</i> | <i>303</i> |

6. In the last 6 months, when you needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|-------------------|-----------------|------------|--------------|
| Same day | 59% | 60% | 60% |
| 1 day | 14% | 15% | 15% |
| 2-3 days | 17% | 15% | 16% |
| 4-7 days | 4% | 6% | 5% |
| 8-14 days | 3% | 2% | 2% |
| 15 days or longer | 3% | 2% | 2% |
| <i>Total N</i> | <i>160</i> | <i>138</i> | <i>298</i> |

7. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic? (If No, go to Question 9)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 82% | 80% | 81% |
| No | 18% | 20% | 19% |
| <i>Total N</i> | <i>274</i> | <i>254</i> | <i>528</i> |

8. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 2% | 2% | 2% |
| Sometimes | 21% | 20% | 21% |
| Usually | 31% | 33% | 32% |
| Always | 46% | 45% | 46% |
| <i>Total N</i> | <i>222</i> | <i>203</i> | <i>425</i> |

9. In the last 6 months, how many times did you go to an emergency room to get care for yourself?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|----------|--------------|
| None | 55% | 65% | 60% |
| 1 | 24% | 23% | 23% |
| 2 | 9% | 6% | 8% |
| 3 | 5% | 4% | 4% |
| 4 | 5% | 2% | 3% |
| 5 to 9 | 3% | 1% | 2% |
| 10 or more | < 1% | < 1% | < 1% |
| <i>Total N</i> | 274 | 255 | 529 |

10. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|----------|--------------|
| None | 20% | 15% | 18% |
| 1 | 13% | 16% | 14% |
| 2 | 20% | 16% | 18% |
| 3 | 12% | 16% | 14% |
| 4 | 11% | 13% | 12% |
| 5 to 9 | 14% | 14% | 14% |
| 10 or more | 11% | 11% | 11% |
| <i>Total N</i> | 272 | 256 | 528 |

11. What number would you use to rate all your health care in the last 6 months?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|------------------------------|-----------------|----------|--------------|
| 0 Worst health care possible | 1% | < 1% | < 1% |
| 1 | 1% | 1% | 1% |
| 2 | 1% | 1% | 1% |
| 3 | 1% | 1% | 1% |
| 4 | 5% | 5% | 5% |
| 5 | 8% | 6% | 7% |
| 6 | 8% | 8% | 8% |
| 7 | 13% | 14% | 13% |
| 8 | 23% | 23% | 23% |
| 9 | 17% | 15% | 16% |
| 10 Best health care possible | 24% | 27% | 25% |
| <i>Total N</i> | 221 | 218 | 439 |

12. In the last 6 months, was there any time when you needed care, tests, or treatment but could not get it for any reason? (If No, go to Question 14)

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 10% | 14% | 12% |
| No | 90% | 86% | 88% |
| Total N | 274 | 257 | 531 |

13. In the last 6 months, did any of the following stop you from getting care, tests, or treatment that you or a health professional thought you needed? Check all that apply.

| | Frequency (N=63) | Percent |
|--|---------------------|---------|
| Care I needed was not covered by Medicaid | 28 | 44% |
| Trouble finding a doctor who accepts Medicaid patients | 18 | 29% |
| Problem getting a referral | 12 | 19% |
| Trouble getting an appointment with a doctor/clinic for reason other than not accepting Medicaid | 8 | 13% |
| Could not afford it | 20 | 32% |
| Had to travel too far or other transportation problems | 14 | 22% |
| Didn't know where to go at night or on the weekend for care | 6 | 10% |
| Could not get off work | 6 | 10% |
| Other reason | 3 | 5% |

14. When was the last time you went for a preventive health visit, such as a check-up, physical exam, mammogram, or PAP smear test?

| | Fee-for-Service | MediPASS | Total |
|--|-----------------|----------|-------|
| Less than 6 months | 46% | 42% | 44% |
| At least 6 months but less than 1 year | 22% | 23% | 23% |
| At least 1 year but less than 3 years | 21% | 23% | 22% |
| At least 3 years but less than 5 years | 4% | 8% | 6% |
| 5 years ago or more | 8% | 4% | 6% |
| Total N | 272 | 250 | 522 |

15. In the last 6 months, was there any time when you needed preventive care but could not get it for any reason?

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 8% | 8% | 8% |
| No | 92% | 93% | 92% |
| Total N | 276 | 254 | 530 |

YOUR PERSONAL DOCTOR

16. Do you have a personal doctor? (If No, go to Question 36)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 75% | 88% | 81% |
| No | 25% | 12% | 19% |
| <i>Total N</i> | <i>274</i> | <i>257</i> | <i>531</i> |

Pearson Chi-Square p=0.000

17. How long have you been going to your personal doctor?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|--|-----------------|------------|--------------|
| Less than 6 months | 10% | 12% | 11% |
| At least 6 months but less than 1 year | 11% | 12% | 12% |
| At least 1 year but less than 3 years | 29% | 26% | 27% |
| At least 3 years but less than 5 years | 12% | 17% | 15% |
| 5 years ago or more | 38% | 33% | 36% |
| <i>Total N</i> | <i>207</i> | <i>226</i> | <i>433</i> |

18. In the last 6 months, how many times did you visit your personal doctor to get care for yourself? (If None, go to Question 32)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| None | 18% | 16% | 17% |
| 1 | 21% | 21% | 21% |
| 2 | 23% | 20% | 21% |
| 3 | 15% | 15% | 15% |
| 4 | 7% | 11% | 9% |
| 5 to 9 | 8% | 9% | 9% |
| 10 or more | 9% | 8% | 8% |
| <i>Total N</i> | <i>206</i> | <i>225</i> | <i>431</i> |

19. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 2% | 5% | 3% |
| Sometimes | 5% | 4% | 4% |
| Usually | 20% | 18% | 19% |
| Always | 74% | 73% | 73% |
| <i>Total N</i> | <i>134</i> | <i>162</i> | <i>296</i> |

20. In the last 6 months, how often did your personal doctor listen carefully to you?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 2% | 4% | 3% |
| Sometimes | 5% | 8% | 7% |
| Usually | 16% | 20% | 18% |
| Always | 76% | 69% | 72% |
| <i>Total N</i> | <i>135</i> | <i>162</i> | <i>297</i> |

21. In the last 6 months, how often did your personal doctor show respect for what you had to say?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 3% | 3% | 3% |
| Sometimes | 4% | 5% | 4% |
| Usually | 19% | 15% | 17% |
| Always | 75% | 77% | 76% |
| <i>Total N</i> | <i>134</i> | <i>162</i> | <i>296</i> |

22. In the last 6 months, how often did your personal doctor spend enough time with you?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 5% | 5% | 5% |
| Sometimes | 8% | 9% | 8% |
| Usually | 18% | 28% | 23% |
| Always | 70% | 59% | 64% |
| <i>Total N</i> | <i>134</i> | <i>159</i> | <i>293</i> |

23. In the last 6 months, did you need your personal doctor's help in making changes to prevent illness? (If No, go to Question 25)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 41% | 41% | 41% |
| No | 59% | 59% | 59% |
| <i>Total N</i> | <i>134</i> | <i>161</i> | <i>295</i> |

24. In the last 6 months, did your personal doctor give you the help you needed to make changes to prevent illness?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|-----------|--------------|
| Yes | 94% | 97% | 96% |
| No | 6% | 3% | 4% |
| <i>Total N</i> | <i>35</i> | <i>36</i> | <i>71</i> |

25. In the last 6 months, did you and your personal doctor talk about a healthy diet and healthy eating habits?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 43% | 52% | 48% |
| No | 58% | 48% | 52% |
| <i>Total N</i> | <i>134</i> | <i>160</i> | <i>294</i> |

26. In the last 6 months, did you and your personal doctor talk about the exercise or physical activity you get?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 50% | 60% | 55% |
| No | 50% | 40% | 45% |
| <i>Total N</i> | <i>135</i> | <i>160</i> | <i>295</i> |

27. In the last 6 months, did you and your personal doctor talk about things in your life that worry you or cause you stress?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 58% | 59% | 58% |
| No | 43% | 41% | 42% |
| <i>Total N</i> | <i>134</i> | <i>160</i> | <i>294</i> |

28. In the last 6 months, did your personal doctor ever ask you whether there was a period of time when you felt sad, empty, or depressed?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 55% | 48% | 51% |
| No | 45% | 52% | 49% |
| <i>Total N</i> | <i>135</i> | <i>160</i> | <i>295</i> |

29. In the last 6 months, did you phone your personal doctor's office with a medical question during regular office hours? (If No, go to Question 31)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 63% | 58% | 60% |
| No | 37% | 42% | 40% |
| <i>Total N</i> | <i>135</i> | <i>160</i> | <i>295</i> |

30. In the last 6 months, when you phoned your personal doctor's office during regular office hours, how often did you get an answer to your medical question that same day?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|-----------|--------------|
| Never | 5% | 10% | 7% |
| Sometimes | 18% | 10% | 14% |
| Usually | 37% | 34% | 35% |
| Always | 40% | 47% | 43% |
| <i>Total N</i> | <i>60</i> | <i>62</i> | <i>122</i> |

31. In the last 6 months, how often did you see your personal doctor within 15 minutes of your appointment time?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 13% | 16% | 15% |
| Sometimes | 27% | 30% | 29% |
| Usually | 33% | 39% | 36% |
| Always | 26% | 15% | 20% |
| <i>Total N</i> | <i>135</i> | <i>159</i> | <i>294</i> |

32. What number would you use to rate your personal doctor?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------------------------|-----------------|------------|--------------|
| 0 Worst personal doctor possible | 1% | < 1% | 1% |
| 1 | 2% | 1% | 1% |
| 2 | 1% | 2% | 1% |
| 3 | 2% | 1% | 1% |
| 4 | 2% | 1% | 1% |
| 5 | 6% | 5% | 6% |
| 6 | 4% | 4% | 4% |
| 7 | 8% | 9% | 8% |
| 8 | 17% | 18% | 18% |
| 9 | 22% | 20% | 21% |
| 10 Best personal doctor possible | 37% | 40% | 38% |
| <i>Total N</i> | <i>205</i> | <i>222</i> | <i>427</i> |

33. Would you recommend your personal doctor to your family and friends?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Definitely yes | 63% | 64% | 63% |
| Probably yes | 27% | 28% | 28% |
| Probably not | 6% | 7% | 6% |
| Definitely not | 4% | 2% | 3% |
| <i>Total N</i> | <i>206</i> | <i>225</i> | <i>431</i> |

34. In the last 6 months, how often were clerks and receptionists at your personal doctor's office as helpful as you thought they should be?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 3% | 4% | 4% |
| Sometimes | 13% | 17% | 15% |
| Usually | 37% | 36% | 36% |
| Always | 47% | 44% | 45% |
| <i>Total N</i> | <i>204</i> | <i>222</i> | <i>426</i> |

35. In the last 6 months, how often did clerks and receptionists at your personal doctor's office treat you with courtesy and respect?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 1% | 2% | 2% |
| Sometimes | 8% | 14% | 11% |
| Usually | 28% | 24% | 26% |
| Always | 63% | 60% | 61% |
| <i>Total N</i> | <i>204</i> | <i>222</i> | <i>426</i> |

GETTING HEALTH CARE FROM SPECIALISTS

36. In the last 6 months, did you try to make any appointments to see a specialist? (If No, go to Question 39)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 47% | 40% | 44% |
| No | 53% | 60% | 56% |
| <i>Total N</i> | <i>277</i> | <i>254</i> | <i>531</i> |

37. In the last 6 months, how often was it easy to get appointments with specialists?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 10% | 4% | 7% |
| Sometimes | 22% | 25% | 23% |
| Usually | 27% | 32% | 29% |
| Always | 41% | 40% | 40% |
| <i>Total N</i> | <i>130</i> | <i>101</i> | <i>231</i> |

38. In the last 6 months, was there any time when you needed to see a specialist but could not see one for any reason?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 25% | 24% | 24% |
| No | 75% | 77% | 76% |
| <i>Total N</i> | <i>129</i> | <i>102</i> | <i>231</i> |

39. How many specialists have you seen in the last 6 months? (If None, go to Question 42)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|-----------------------|-----------------|----------|--------------|
| None | 54% | 59% | 56% |
| 1 specialist | 31% | 29% | 30% |
| 2 | 10% | 8% | 9% |
| 3 | 3% | 2% | 3% |
| 4 | < 1% | 1% | 1% |
| 5 or more specialists | 1% | 2% | 2% |
| <i>Total N</i> | 278 | 253 | 531 |

40. What number would you use to rate that specialist?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|-----------------------------|-----------------|----------|--------------|
| 0 Worst specialist possible | 1% | 4% | 2% |
| 1 | 2% | 2% | 2% |
| 2 | 2% | 2% | 2% |
| 3 | 2% | 1% | 2% |
| 4 | 4% | 1% | 3% |
| 5 | 2% | 3% | 3% |
| 6 | 4% | 8% | 6% |
| 7 | 9% | 8% | 9% |
| 8 | 18% | 17% | 17% |
| 9 | 19% | 18% | 18% |
| 10 Best specialist possible | 37% | 38% | 37% |
| <i>Total N</i> | 128 | 107 | 235 |

41. In the last 6 months, how many times did you go to specialists for care for yourself?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|----------|--------------|
| 1 | 38% | 35% | 37% |
| 2 | 15% | 25% | 20% |
| 3 | 12% | 14% | 13% |
| 4 | 9% | 5% | 7% |
| 5 to 9 | 12% | 14% | 13% |
| 10 or more | 14% | 7% | 11% |
| <i>Total N</i> | 126 | 105 | 231 |

YOUR DENTAL CARE

42. How would you rate your overall dental health?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Excellent | 15% | 13% | 14% |
| Very good | 17% | 22% | 19% |
| Good | 29% | 31% | 30% |
| Fair | 25% | 20% | 22% |
| Poor | 15% | 15% | 15% |
| <i>Total N</i> | <i>272</i> | <i>255</i> | <i>527</i> |

43. Is there one main place you usually go for your dental care?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 71% | 75% | 73% |
| No | 29% | 25% | 27% |
| <i>Total N</i> | <i>276</i> | <i>256</i> | <i>532</i> |

44. In the last 6 months, how often were you able to get the dental care you or a dentist or other health provider thought you needed?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 23% | 19% | 21% |
| Sometimes | 16% | 18% | 17% |
| Usually | 21% | 23% | 22% |
| Always | 39% | 39% | 39% |
| <i>Total N</i> | <i>264</i> | <i>246</i> | <i>510</i> |

45. When was your last dental checkup?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|---------------------------|-----------------|------------|--------------|
| Within the last year | 57% | 55% | 56% |
| Between 1 and 2 years ago | 20% | 22% | 21% |
| More than 2 years ago | 22% | 22% | 22% |
| Never been to a dentist | 1% | 2% | 1% |
| <i>Total N</i> | <i>275</i> | <i>255</i> | <i>530</i> |

46. Would you describe yourself as someone who...

| | Fee-for-Service | MediPASS | Total |
|--|-----------------|----------|-------|
| Visits the dentist regularly (at least once a year) | 40% | 37% | 38% |
| Visits the dentist occasionally | 21% | 18% | 20% |
| Visits the dentist rarely | 16% | 17% | 16% |
| Visits the dentist only when you have a problem | 23% | 28% | 26% |
| Total N | 273 | 252 | 525 |

47. In the last 6 months, was there any time when you or a health professional thought you needed dental care? (If No, go to Question 52)

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 44% | 36% | 40% |
| No | 56% | 64% | 60% |
| Total N | 274 | 254 | 528 |

48. What kinds of dental care did you need in the last 6 months? Check all that apply.

| | Frequency (N=212) | Percent |
|-----------------------------------|----------------------|---------|
| Checkup and cleaning | 125 | 59% |
| Emergency dental care | 59 | 28% |
| Other treatment, such as fillings | 139 | 66% |

49. What number would you use to rate your dental care?

| | Fee-for-Service | MediPASS | Total |
|------------------------------|-----------------|----------|-------|
| 0 Worst dental care possible | 8% | 8% | 8% |
| 1 | 2% | 5% | 3% |
| 2 | 4% | 2% | 3% |
| 3 | 2% | 5% | 3% |
| 4 | 1% | 6% | 3% |
| 5 | 7% | 5% | 6% |
| 6 | 7% | 6% | 6% |
| 7 | 12% | 8% | 10% |
| 8 | 24% | 18% | 21% |
| 9 | 12% | 13% | 13% |
| 10 Best dental care possible | 22% | 26% | 23% |
| Total N | 107 | 85 | 192 |

50. In the last 6 months, was there any time when you needed dental care but could not get it for any reason? (If No, go to Question 52)

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 45% | 40% | 43% |
| No | 55% | 60% | 57% |
| Total N | 119 | 91 | 210 |

51. In the last 6 months, did any of the following stop you from getting dental care or treatment that you or a dentist thought you needed? Check all that apply.

| | Frequency (N=90) | Percent |
|--|---------------------|---------|
| Care I needed was not covered by Medicaid | 34 | 38% |
| Trouble finding a dentist who accepts Medicaid | 54 | 60% |
| Trouble getting an appointment with a dentist for a reason other than not accepting Medicaid | 11 | 12% |
| Could not afford it | 34 | 38% |
| Had to travel too far or other transportation problems | 24 | 27% |
| Didn't know where to go at night or on the weekend for care | 12 | 13% |
| Could not get off work | 6 | 7% |
| Other reason | 15 | 17% |

MENTAL AND EMOTIONAL HEALTH CARE

52. In general, how would you rate your overall mental and emotional health now?

| | Fee-for-Service | MediPASS | Total |
|-----------|-----------------|----------|-------|
| Excellent | 21% | 25% | 23% |
| Very good | 27% | 27% | 27% |
| Good | 32% | 28% | 30% |
| Fair | 15% | 17% | 16% |
| Poor | 5% | 4% | 5% |
| Total N | 278 | 255 | 533 |

53. In the last 6 months, did you or a health provider believe you needed any treatment or counseling for a personal or family problem? (If No, go to Question 59)

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 29% | 25% | 27% |
| No | 71% | 75% | 73% |
| Total N | 277 | 256 | 533 |

54. In the last 6 months, did you get any treatment or counseling for a personal or family problem?
(If No, go to Question 58)

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 72% | 86% | 78% |
| No | 28% | 15% | 22% |
| Total N | 81 | 62 | 143 |

Pearson Chi-Square $p=0.048$

55. In the last 12 months, how often was it easy to get the treatment or counseling you needed through Medicaid?

| | Fee-for-Service | MediPASS | Total |
|-----------|-----------------|----------|-------|
| Never | 2% | 2% | 2% |
| Sometimes | 12% | 15% | 14% |
| Usually | 19% | 17% | 18% |
| Always | 67% | 66% | 66% |
| Total N | 57 | 53 | 110 |

56. In the last 6 months, how much were you helped by the counseling or treatment you got?

| | Fee-for-Service | MediPASS | Total |
|------------|-----------------|----------|-------|
| Not at all | 12% | 2% | 7% |
| A little | 12% | 19% | 15% |
| Somewhat | 33% | 35% | 34% |
| A lot | 42% | 44% | 43% |
| Total N | 57 | 54 | 111 |

57. What number would you use to rate all your treatment or counseling in the last 12 months?

| | Fee-for-Service | MediPASS | Total |
|--|-----------------|----------|-------|
| 0 Worst treatment or counseling possible | 3% | 2% | 3% |
| 1 | 2% | 2% | 2% |
| 2 | 3% | 2% | 3% |
| 3 | 2% | 2% | 2% |
| 4 | 3% | 13% | 8% |
| 5 | 5% | 7% | 6% |
| 6 | 9% | 7% | 8% |
| 7 | 17% | 13% | 15% |
| 8 | 3% | 17% | 10% |
| 9 | 24% | 13% | 19% |
| 10 Best treatment or counseling possible | 28% | 22% | 25% |
| Total N | 58 | 54 | 112 |

58. In the last 6 months, was there any time when you needed treatment or counseling for a personal or family problem but could not get it for any reason?

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 18% | 16% | 17% |
| No | 82% | 84% | 83% |
| Total N | 79 | 63 | 142 |

YOUR MEDICAID HEALTH PLAN**59. In the last 6 months, did you try to get any kind of care, tests, or treatment through Medicaid?**
(If No, go to Question 63)

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 63% | 58% | 61% |
| No | 37% | 42% | 39% |
| Total N | 277 | 254 | 531 |

60. In the last 6 months, how often was it easy to get care, tests, or treatment you thought you needed through Medicaid?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Never | 3% | 2% | 3% |
| Sometimes | 15% | 13% | 14% |
| Usually | 35% | 35% | 35% |
| Always | 47% | 50% | 48% |
| <i>Total N</i> | <i>174</i> | <i>148</i> | <i>322</i> |

61. In the last 6 months, did you have to get approval from Medicaid for any care, tests, or treatment? (If No, go to Question 63)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 36% | 39% | 38% |
| No | 64% | 61% | 62% |
| <i>Total N</i> | <i>172</i> | <i>145</i> | <i>317</i> |

62. In the last 6 months, how often was it easy to get approval from Medicaid for care, tests, or treatment?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|-----------|--------------|
| Never | 10% | 9% | 9% |
| Sometimes | 36% | 25% | 31% |
| Usually | 28% | 37% | 32% |
| Always | 26% | 30% | 28% |
| <i>Total N</i> | <i>61</i> | <i>57</i> | <i>118</i> |

63. Did you know that there is a Medicaid helpline (1-800-338-9154) that you can call to get information or help? (If No, go to Question 67)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 38% | 41% | 39% |
| No | 63% | 59% | 61% |
| <i>Total N</i> | <i>277</i> | <i>256</i> | <i>533</i> |

64. In the last 6 months, did you try to get information or help from the Medicaid helpline (1-800-338-9154)? (If No, go to Question 67)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 15% | 19% | 17% |
| No | 85% | 81% | 83% |
| <i>Total N</i> | <i>104</i> | <i>105</i> | <i>209</i> |

65. In the last 6 months, how often did the Medicaid helpline give you the information or help you needed?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|-----------|--------------|
| Never | 13% | 5% | 8% |
| Sometimes | 13% | 25% | 19% |
| Usually | 19% | 10% | 14% |
| Always | 56% | 60% | 58% |
| <i>Total N</i> | <i>16</i> | <i>20</i> | <i>36</i> |

66. In the last 6 months, how often did the Medicaid helpline staff treat you with courtesy and respect?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|-----------|--------------|
| Never | 6% | < 1% | 3% |
| Sometimes | < 1% | 10% | 6% |
| Usually | 25% | 10% | 17% |
| Always | 69% | 80% | 75% |
| <i>Total N</i> | <i>16</i> | <i>20</i> | <i>36</i> |

67. In the last 6 months, did you look for any information in written materials or on the Internet about how Medicaid works? (If No, go to Question 69)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 11% | 9% | 10% |
| No | 89% | 91% | 90% |
| <i>Total N</i> | <i>277</i> | <i>256</i> | <i>533</i> |

68. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how Medicaid works?

| | Fee-for-Service | MediPASS | Total |
|-----------|-----------------|----------|-------|
| Never | 10% | 8% | 9% |
| Sometimes | 61% | 33% | 49% |
| Usually | 19% | 42% | 29% |
| Always | 10% | 17% | 13% |
| Total N | 31 | 24 | 55 |

69. In the last 6 months, which source of information was the MOST helpful for you in learning about how Medicaid works? Check only one.

| | Fee-for-Service | MediPASS | Total |
|--------------------------------------|-----------------|----------|-------|
| Did not look for information | 55% | 57% | 56% |
| DHS Medicaid websites | 3% | 3% | 3% |
| Other website | 1% | 1% | 1% |
| Written materials from Medicaid | 6% | 15% | 10% |
| Phone calls to the Medicaid helpline | 3% | 4% | 3% |
| County DHS Medicaid office | 2% | 3% | 3% |
| DHS caseworker | 19% | 12% | 16% |
| Friends or family who use Medicaid | 11% | 4% | 8% |
| Other | 2% | 1% | 1% |
| Total N | 275 | 248 | 523 |

70. In the last 6 months, did you try to find a personal doctor who was part of Medicaid? (If No, go to Question 73)

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 19% | 17% | 18% |
| No | 81% | 83% | 82% |
| Total N | 276 | 255 | 531 |

71. In the last 6 months, how much of a problem was it to find a personal doctor you liked who was part of Medicaid? (If Not a problem, go to Question 73)

| | Fee-for-Service | MediPASS | Total |
|---------------|-----------------|----------|-------|
| Big problem | 36% | 14% | 26% |
| Small problem | 30% | 36% | 33% |
| Not a problem | 34% | 50% | 41% |
| Total N | 53 | 42 | 95 |

72. In the last 6 months, what kinds of problems did you have in finding a doctor you liked who was part of Medicaid? Check all that apply.

| | <i>Frequency (N=56)</i> | <i>Percent</i> |
|---|-----------------------------|----------------|
| I didn't know which doctors were part of Medicaid | 11 | 20% |
| The doctor I liked was not taking new Medicaid patients | 11 | 20% |
| Other | 2 | 4% |

73. In the last 6 months, did Medicaid give you any forms to fill out? (If No, go to Question 75)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|----------|--------------|
| Yes | 30% | 30% | 30% |
| No | 70% | 70% | 70% |
| <i>Total N</i> | 274 | 253 | 527 |

74. In the last 6 months, how often were the forms from Medicaid easy to fill out?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|----------|--------------|
| Never | 7% | 3% | 5% |
| Sometimes | 15% | 24% | 19% |
| Usually | 40% | 42% | 41% |
| Always | 38% | 32% | 35% |
| <i>Total N</i> | 81 | 76 | 157 |

75. What number would you use to rate Medicaid?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|------------------------------|-----------------|----------|--------------|
| 0 Worst health plan possible | < 1% | < 1% | < 1% |
| 1 | < 1% | 1% | 1% |
| 2 | 2% | 1% | 1% |
| 3 | 1% | 2% | 1% |
| 4 | 4% | 2% | 3% |
| 5 | 8% | 11% | 9% |
| 6 | 8% | 5% | 7% |
| 7 | 12% | 14% | 13% |
| 8 | 17% | 20% | 18% |
| 9 | 18% | 15% | 17% |
| 10 Best health plan possible | 30% | 30% | 30% |
| <i>Total N</i> | 273 | 257 | 530 |

76. Would you recommend Medicaid to your family or friends if they had a choice of getting care through Medicaid?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|----------|--------------|
| Definitely yes | 57% | 50% | 54% |
| Probably yes | 39% | 46% | 42% |
| Probably not | 4% | 3% | 3% |
| Definitely not | < 1% | 1% | < 1% |
| <i>Total N</i> | 273 | 254 | 527 |

PRESCRIPTION MEDICINES

77. Do you now need or take medicine prescribed by a doctor? Do not include birth control. (If No, go to Question 79)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|----------|--------------|
| Yes | 57% | 59% | 58% |
| No | 43% | 41% | 42% |
| <i>Total N</i> | 276 | 255 | 531 |

78. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|----------|--------------|
| Yes | 83% | 89% | 86% |
| No | 17% | 11% | 14% |
| <i>Total N</i> | 155 | 152 | 307 |

79. In the last 6 months, was there any time when you needed prescription medication but could not get it for any reason?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|----------|--------------|
| Yes | 24% | 25% | 25% |
| No | 76% | 75% | 75% |
| <i>Total N</i> | 276 | 256 | 532 |

80. In the last 6 months, how often was it easy to get prescription medicines through Medicaid?

| | Fee-for-Service | MediPASS | Total |
|-----------|-----------------|----------|-------|
| Never | 2% | 2% | 2% |
| Sometimes | 12% | 15% | 13% |
| Usually | 31% | 33% | 32% |
| Always | 54% | 50% | 52% |
| Total N | 262 | 246 | 508 |

ABOUT YOU**81. In general, how would you rate your overall health?**

| | Fee-for-Service | MediPASS | Total |
|-----------|-----------------|----------|-------|
| Excellent | 12% | 13% | 12% |
| Very good | 29% | 24% | 27% |
| Good | 39% | 43% | 41% |
| Fair | 17% | 16% | 16% |
| Poor | 4% | 4% | 4% |
| Total N | 277 | 256 | 533 |

82. Do you have a physical or medical condition that seriously interferes with your ability to work, attend school, or manage your day-to-day activities?

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 25% | 22% | 23% |
| No | 75% | 78% | 77% |
| Total N | 276 | 250 | 526 |

83. Because of any impairment or health problem, do you need the help of other persons with your personal care needs, such as eating, dressing, or getting around the house?

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 4% | 4% | 4% |
| No | 96% | 96% | 96% |
| Total N | 277 | 254 | 531 |

84. Because of any impairment or health problem, do you need help with your routine needs, such as everyday household chores, doing necessary business, shopping, or getting around for other purposes?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 11% | 8% | 10% |
| No | 90% | 92% | 90% |
| <i>Total N</i> | <i>276</i> | <i>252</i> | <i>528</i> |

85. Do you have a physical or medical condition that seriously interferes with your independence, participation in the community, or quality of life?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 16% | 13% | 14% |
| No | 84% | 87% | 86% |
| <i>Total N</i> | <i>274</i> | <i>250</i> | <i>524</i> |

86. In the last 12 months, have you been a patient in a hospital overnight or longer?

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 27% | 26% | 27% |
| No | 73% | 74% | 73% |
| <i>Total N</i> | <i>277</i> | <i>250</i> | <i>527</i> |

87. In the past 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem? (If No, go to Question 89)

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 43% | 45% | 44% |
| No | 57% | 55% | 56% |
| <i>Total N</i> | <i>277</i> | <i>249</i> | <i>526</i> |

88. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy.

| | Fee-for-Service | MediPASS | <i>Total</i> |
|----------------|-----------------|------------|--------------|
| Yes | 76% | 75% | 75% |
| No | 24% | 26% | 25% |
| <i>Total N</i> | <i>116</i> | <i>110</i> | <i>226</i> |

89. Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months? Check all that apply.

| | Fee-for-Service | MediPASS | Total |
|--|-----------------|----------|-------|
| Allergies or sinus problems | 26% | 27% | 26% |
| Arthritis, rheumatism, bone or joint problems | 16% | 18% | 17% |
| Asthma | 17% | 13% | 15% |
| Back or neck problems | 32% | 30% | 31% |
| Bladder problems | 8% | 7% | 8% |
| Bowel problems | 9% | 8% | 8% |
| Bronchitis, emphysema, COPD or other lung problems | 7% | 5% | 6% |
| Cancer, other than skin cancer | 1% | 2% | 1% |
| Chronic fatigue syndrome or fibromyalgia | 4% | 5% | 5% |
| Dental, tooth or mouth problems | 23% | 18% | 20% |
| Diabetes | 4% | 7% | 6% |
| Migraine headaches | 20% | 18% | 19% |
| Recurrent indigestion or heartburn | 14% | 11% | 13% |
| Stomach ulcers | 4% | 3% | 3% |
| Gynecologic problems | 6% | 8% | 7% |
| Hearing, speech or language problems | 4% | 2% | 3% |
| Heart problems | 4% | 6% | 5% |
| High blood pressure | 10% | 15% | 13% |
| A physical disability | 4% | 4% | 4% |
| Any other chronic condition | 12% | 10% | 11% |

90. Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months? Check all that apply.

| | Fee-for-Service | MediPASS | Total |
|--|-----------------|----------|-------|
| Anxiety | 30% | 27% | 28% |
| Depression | 33% | 31% | 32% |
| Emotional problems other than depression or anxiety | 9% | 8% | 9% |
| Drug or alcohol related problems | 3% | 2% | 3% |
| Attention problems | 12% | 12% | 12% |
| A learning disability | 8% | 8% | 8% |
| Any other chronic emotional or mental health condition | 4% | 2% | 3% |
| Bipolar | 2% | 2% | 2% |
| PTSD | 1% | 1% | 1% |

91. Do you now have any problems with your eyes that have lasted at least 3 months? Check all that apply.

| | Fee-for-Service | MediPASS | Total |
|--------------------------------|-----------------|----------|-------|
| Need glasses or contact lenses | 56% | 61% | 58% |
| Other eye condition | 7% | 9% | 8% |

92. What is your age?

| | Fee-for-Service | MediPASS | Total |
|-------------|-----------------|----------|-------|
| 18 to 24 | 33% | 26% | 30% |
| 25 to 34 | 38% | 39% | 38% |
| 35 to 44 | 16% | 26% | 21% |
| 45 to 54 | 9% | 10% | 9% |
| 55 to 64 | 2% | < 1% | 1% |
| 65 to 74 | 1% | < 1% | < 1% |
| 75 or older | 2% | < 1% | 1% |
| Total N | 274 | 247 | 521 |

93. Are you male or female? (If Male, go to Question 96)

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Male | 15% | 21% | 18% |
| Female | 85% | 79% | 82% |
| Total N | 275 | 248 | 523 |

94. Have you been pregnant or given birth in the last 6 months? (If No, go to Question 96)

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 23% | 20% | 22% |
| No | 77% | 81% | 78% |
| Total N | 233 | 195 | 428 |

95. Are you currently pregnant?

| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 21% | 15% | 18% |
| No | 79% | 86% | 82% |
| Total N | 102 | 76 | 178 |

96. What is the highest grade or level of school that you have completed?

| | Fee-for-Service | MediPASS | Total |
|--|-----------------|----------|-------|
| 8 th grade or less | 2% | 2% | 2% |
| Some high school, but did not graduate | 16% | 20% | 18% |
| High school graduate or GED | 41% | 34% | 38% |
| Some college or 2-year degree | 35% | 39% | 37% |
| 4-year college graduate | 3% | 4% | 4% |
| More than 4-year college degree | 3% | 1% | 2% |
| Total N | 269 | 246 | 515 |

97. What is your race or ethnicity? Mark one or more.

| | Fee-for-Service | MediPASS | Total |
|---|-----------------|----------|-------|
| White | 80% | 82% | 81% |
| Black or African-American | 12% | 11% | 11% |
| Latino or Hispanic | 5% | 5% | 5% |
| Asian | 1% | 1% | 1% |
| Native Hawaiian or other Pacific Islander | < 1% | < 1% | < 1% |
| American Indian or Alaska Native | 4% | 1% | 2% |
| Other | 1% | < 1% | 1% |

98. Did someone help you complete this survey? (If No, go to Comments)

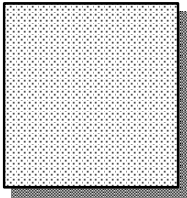
| | Fee-for-Service | MediPASS | Total |
|---------|-----------------|----------|-------|
| Yes | 7% | 9% | 8% |
| No | 93% | 91% | 92% |
| Total N | 202 | 178 | 380 |

99. How did that person help you? Check all that apply.

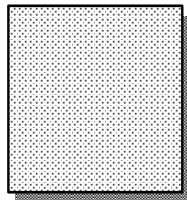
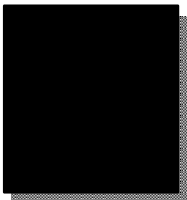
| | Frequency (N=31) | Percent |
|---|---------------------|---------|
| Read the questions to me | 13 | 42% |
| Wrote down the answers I gave | 6 | 19% |
| Answered the questions for me | 13 | 42% |
| Translated the questions into my language | 3 | 10% |
| Helped in some other way | 3 | 10% |



Survey of Iowa



MediPASS



Enrollees

This questionnaire asks you about your experiences with your child's health care through MediPASS. This information will give policymakers an idea of how well MediPASS is meeting your child's needs and how things can be improved.

Please fill out this questionnaire thinking about the following child's experiences while in MediPASS:

(If you wish, you can remove your child's name before you send back the questionnaire.)

This survey is being conducted by the Public Policy Center at the University of Iowa. If you have any questions or comments, please contact:

**Dr. Peter C. Damiano
Public Policy Center
209 South Quadrangle
University of Iowa
Iowa City, IA 52242-1192
1-800-710-8891**

When you have finished this questionnaire, please fold it and return it in the enclosed envelope (no stamp required). If there is a question that you are uncomfortable answering, feel free to skip to the next question.

Thank you for your help.

Spring 2009

1. Our records show that your child is in MediPASS. Is that right?

¹ ☐ Yes

² ☐ No → If No, Please return survey in enclosed envelope.

2. How many months or years in a row has your child been in MediPASS?

¹ ☐ Less than 6 months

² ☐ At least 6 months but less than 1 year

³ ☐ At least 1 year but less than 2 years

⁴ ☐ At least 2 years but less than 5 years

⁵ ☐ At least 5 years but less than 10 years

⁶ ☐ 10 years or more

3. Do you use MediPASS for most or all of your child's health care?

¹ ☐ Yes

² ☐ No

| |
|---|
| <p>YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS</p> |
|---|

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

4. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

¹ ☐ Yes

² ☐ No → If No, Go to Question 7

5. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you thought he or she needed?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

6. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how long did he or she usually have to wait between trying to get care and actually seeing a provider?

⁰ ☐ Same day

¹ ☐ 1 day

² ☐ 2-3 days

³ ☐ 4-7 days

⁴ ☐ 8-14 days

⁵ ☐ 15 days or longer

7. In the last 6 months, not counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic?

¹ ☐ Yes

² ☐ No → If No, Go to Question 9

8. In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

9. In the last 6 months, how many times did your child go to an emergency room for care?

⁰ ☐ None
¹ ☐ 1
² ☐ 2
³ ☐ 3
⁴ ☐ 4
⁵ ☐ 5 to 9
⁶ ☐ 10 or more

10. In the last 6 months, not counting times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

⁰ ☐ None → If None, Go to Question 16
¹ ☐ 1
² ☐ 2
³ ☐ 3
⁴ ☐ 4
⁵ ☐ 5 to 9
⁶ ☐ 10 or more

11. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

12. Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or health care?

¹ ☐ Yes
² ☐ No → If No, Go to Question 15

13. In the last 6 months, did your child's doctor or other health provider talk with you about the pros and cons of each choice for your child's treatment or health care?

¹ ☐ Yes
² ☐ No

14. In the last 6 months, when there was more than one choice for your child's treatment or health care, did your child's doctor or other health provider ask you which choice was best for your child?

¹ ☐ Yes
² ☐ No

15. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all of your child's health care in the last 6 months?

⁰⁰ ☐ 0 Worst health care possible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 Best health care possible

16. In the last 6 months, was there any time when your child needed care, tests or treatment but could not get it for any reason?

¹ ☐ Yes
² ☐ No → If No, Go to Question 18

17. In the last 6 months, did any of the following stop you from getting care, tests or treatment for your child that you or a health professional thought your child needed?

Check all that apply.

- ☐ Care needed was not covered by MediPASS
- ☐ Trouble finding a doctor who accepts MediPASS patients
- ☐ Problem getting a referral
- ☐ Trouble getting an appointment with a doctor/clinic for reason other than not accepting MediPASS
- ☐ Could not afford it
- ☐ Had to travel too far or other transportation problems
- ☐ Didn't know where to go at night or on the weekend for care
- ☐ Could not get off work
- ☐ Other reason (write in) _____

18. When was the last time your child went for a preventive health visit, such as a check-up, physical exam or vaccination shots?

- ☐ Less than 6 months ago
- ☐ At least 6 months but less than 1 year ago
- ☐ At least 1 year but less than 3 years ago
- ☐ At least 3 years but less than 5 years ago
- ☐ 5 years ago or more

19. In the last 6 months, was there any time when your child needed preventive care but could not get it for any reason?

- ☐ Yes
- ☐ No

20. Is your child now enrolled in any kind of school or daycare?

- ☐ Yes, School
- ☐ Yes, Daycare
- ☐ No → If No, Go to Question 23

21. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- ☐ Yes
- ☐ No → If No, Go to Question 23

22. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- ☐ Yes
- ☐ No

Specialized Services

23. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- ☐ Yes
- ☐ No → If No, Go to Question 26

24. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

25. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

¹ ☐ Yes

² ☐ No

26. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

¹ ☐ Yes

² ☐ No → If No, Go to Question 29

27. In the last 6 months, how often was it easy to get this therapy for your child?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

28. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

¹ ☐ Yes

² ☐ No

29. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

¹ ☐ Yes

² ☐ No → If No, Go to Question 31

30. In the last 6 months, did anyone from MediPASS, doctor's office, or clinic help coordinate your child's care among these different providers or services?

¹ ☐ Yes

² ☐ No

YOUR CHILD'S PERSONAL DOCTOR

31. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?

¹ ☐ Yes

² ☐ No → If No, Go to Question 53

32. How long has your child been going to his or her personal doctor?

¹ ☐ Less than 6 months

² ☐ At least 6 months but less than 1 year

³ ☐ At least 1 year but less than 3 years

⁴ ☐ At least 3 years but less than 5 years

⁵ ☐ 5 years or more

33. In the last 6 months, how many times did your child visit his or her personal doctor for care?

⁰ ☐ None → If None, Go to Question 46

¹ ☐ 1

² ☐ 2

³ ☐ 3

⁴ ☐ 4

⁵ ☐ 5 to 9

⁶ ☐ 10 or more

34. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

35. In the last 6 months, how often did your child's personal doctor listen carefully to you?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

36. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

37. Is your child able to talk with doctors about his or her health care?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 39

38. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

39. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

40. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

- ¹ ☐ Yes
² ☐ No

41. In the last 6 months, did you and your child's personal doctor talk about things you can do to keep your child from getting injured?

- ¹ ☐ Yes
² ☐ No

42. In the last 6 months, did your child's personal doctor give you any printed handouts or booklets with information about how to keep your child from getting injured?

- ¹ ☐ Yes
² ☐ No

43. In the last 6 months, did you and your child's personal doctor talk about how much or what kind of food your child eats?

- ¹ ☐ Yes
² ☐ No

44. In the last 6 months, did you and your child's personal doctor talk about how much or what kind of exercise your child gets?

- ¹ ☐ Yes
² ☐ No

45. In the last 6 months, did you and your child's personal doctor talk about whether there are any problems in your household that might affect your child?

- ¹ ☐ Yes
² ☐ No

46. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

⁰⁰ ☐ 0 Worst personal doctor possible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 Best personal doctor possible

47. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

¹ ☐ Yes
² ☐ No → If No, Go to Question 50

48. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

¹ ☐ Yes
² ☐ No

49. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

¹ ☐ Yes
² ☐ No

50. Would you recommend your child's personal doctor to your family members and friends who have children?

¹ ☐ Definitely yes
² ☐ Probably yes
³ ☐ Probably not
³ ☐ Definitely not

51. In the last 6 months, how often were clerks and receptionists at your child's personal doctor's office as helpful as you thought they should be?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

52. In the last 6 months, how often did clerks and receptionists at your child's personal doctor's office treat you and your child with courtesy and respect?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

53. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments for your child to see a specialist?

¹ ☐ Yes
² ☐ No → If No, Go to Question 56

54. In the last 6 months, how often was it easy to get appointments for your child with specialists?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

55. In the last 6 months, was there any time when your child needed to see a specialist but could not see one for any reason?

- ¹ ☐ Yes
- ² ☐ No

56. How many specialists has your child seen in the last 6 months?

- ¹ ☐ None → If None, Go to Question 59
- ² ☐ 1 specialist
- ³ ☐ 2
- ⁴ ☐ 3
- ⁵ ☐ 4
- ⁶ ☐ 5 or more specialists

57. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate your child's specialist?

- ⁰⁰ ☐ 0 Worst specialist possible
- ⁰¹ ☐ 1
- ⁰² ☐ 2
- ⁰³ ☐ 3
- ⁰⁴ ☐ 4
- ⁰⁵ ☐ 5
- ⁰⁶ ☐ 6
- ⁰⁷ ☐ 7
- ⁰⁸ ☐ 8
- ⁰⁹ ☐ 9
- ¹⁰ ☐ 10 Best specialist possible

58. In the last 6 months, how many times did your child go to specialists for care?

- ¹ ☐ 1
- ² ☐ 2
- ³ ☐ 3
- ⁴ ☐ 4
- ⁵ ☐ 5 to 9
- ⁶ ☐ 10 or more

YOUR CHILD'S DENTAL CARE

59. How would you rate your child's overall dental health?

- ¹ ☐ Excellent
- ² ☐ Very good
- ³ ☐ Good
- ⁴ ☐ Fair
- ⁵ ☐ Poor

60. Is there one main place you usually take your child for dental care?

- ¹ ☐ Yes
- ² ☐ No

61. In the last 6 months, how often were you able to get the dental care you or a dentist or other health provider thought your child needed?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

62. When was your child's last dental checkup?

- ¹ ☐ Within the last year
- ² ☐ Between 1 and 2 years ago
- ³ ☐ More than 2 years ago
- ⁴ ☐ Never been to dentist

63. In the last 6 months, was there any time when you or a health professional thought your child needed dental care?

¹ ☐ Yes

² ☐ No → If No, Go to Question 68

64. What kinds of dental care did your child need in the last 6 months?

Please check all that apply.

¹ ☐ Checkup and cleaning

² ☐ Emergency dental care

³ ☐ Other treatment, such as fillings

65. We want to know your rating of all your experiences with your child's dental care in the last 6 months. Using any number from 0 to 10 where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate your child's dental care?

⁰⁰ ☐ 0 Worst dental care possible

⁰¹ ☐ 1

⁰² ☐ 2

⁰³ ☐ 3

⁰⁴ ☐ 4

⁰⁵ ☐ 5

⁰⁶ ☐ 6

⁰⁷ ☐ 7

⁰⁸ ☐ 8

⁰⁹ ☐ 9

¹⁰ ☐ 10 Best dental care possible

66. In the last 6 months, was there any time when your child needed dental care but could not get it for any reason?

¹ ☐ Yes

² ☐ No → If No, Go to Question 68

67. The following is a list of possible reasons why people may not be able to get dental care for their children. In the last 6 months, did any of the following stop you from getting dental care or treatment that you or a dentist thought your child needed? *Please check all that apply.*

¹ ☐ Care my child needed was not covered by MediPASS

² ☐ Trouble finding a dentist who accepts MediPASS

³ ☐ Trouble getting an appointment with a dentist for a reason other than not accepting MediPASS

⁴ ☐ Could not afford it

⁵ ☐ Had to travel too far or other transportation problems

⁶ ☐ Didn't know where to go at night or on the weekend for care

⁷ ☐ Could not get off work

⁸ ☐ Other (write in) _____

YOUR CHILD'S MENTAL AND EMOTIONAL HEALTH CARE

68. In general, how would you rate your child's overall mental and emotional health now?

¹ ☐ Excellent

² ☐ Very good

³ ☐ Good

⁴ ☐ Fair

⁵ ☐ Poor

69. In the last 6 months, did you or a health provider believe your child needed any treatment or counseling for an emotional, developmental, or behavioral problem?

¹ ☐ Yes

² ☐ No → If No, Go to Question 74

70. In the last 6 months, did your child get any treatment or counseling for an emotional, developmental, or behavioral problem?

¹ ☐ Yes

² ☐ No → If No, Go to Question 73

71. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

72. In the last 6 months, how much do you think your child was helped by the counseling or treatment he or she got?

¹ ☐ Not at all

² ☐ A little

³ ☐ Somewhat

⁴ ☐ A lot

73. In the last 6 months, was there any time when your child needed treatment or counseling for an emotional, developmental, or behavioral problem but could not get it for any reason?

¹ ☐ Yes

² ☐ No

YOUR CHILD'S MEDIPASS HEALTH PLAN

The next questions ask about your experience with your child's MediPASS health plan.

74. In the last 6 months, did you try to get any kind of care, tests, or treatment for your child through MediPASS?

¹ ☐ Yes

² ☐ No → If No, Go to Question 78

75. In the last 6 months, how often was it easy to get the care, tests or treatment you thought your child needed through MediPASS?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

76. In the last 6 months, did you have to get approval from MediPASS for any care, tests, or treatment for your child?

¹ ☐ Yes

² ☐ No → If No, Go to Question 78

77. In the last 6 months, how often was it easy to get approval from MediPASS for care, tests, or treatment for your child?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

78. Did you know that there is a Medicaid helpline (1-800-338-9154) that you can call to get information or help for your child?

¹ ☐ Yes

² ☐ No → If No, Go to Question 82

79. In the last 6 months, did you try to get information or help for your child from the Medicaid helpline (1-800-338-9154)?

¹ ☐ Yes

² ☐ No → If No, Go to Question 82

80. In the last 6 months, how often did the Medicaid helpline give you the information or help you needed?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

81. In the last 6 months, how often did the Medicaid helpline staff treat you with courtesy and respect?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

82. In the last 6 months, did you look for any information in written materials or on the Internet about how MediPASS works?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 84

83. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how MediPASS works?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

84. In the last 6 months, which source of information was the MOST helpful for you in learning about how MediPASS works? Please check only one.

- ¹ ☐ Did not look for information
² ☐ DHS MediPASS websites
³ ☐ Other website
⁴ ☐ Written materials from MediPASS
⁵ ☐ Phone calls to the Medicaid helpline
⁶ ☐ County DHS Medicaid office
⁷ ☐ DHS caseworker
⁸ ☐ Friends or family who use the same health plan
⁹ ☐ Other (write in) _____

85. In the last 6 months, did you try to find a personal doctor for your child who was part MediPASS?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 88

86. In the last 6 months, how much of a problem did you have finding a personal doctor you liked for your child who was part of MediPASS?

- ¹ ☐ Big problem
² ☐ Small problem
³ ☐ Not a problem → If Not, Go to Q. 88

87. In the last 6 months, what kinds of problems did you have in finding a doctor you liked for your child who was part of MediPASS?

Check all that apply.

- ¹ ☐ I didn't know which doctors were part of my child's plan
² ☐ The doctor I liked was not taking new MediPASS patients
³ ☐ Other (write in) _____

88. In the last 6 months, did MediPASS give you any forms to fill out?

¹ ☐ Yes

² ☐ No → If No, Go to Question 90

89. In the last 6 months, how often were the forms from MediPASS easy to fill out?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

90. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate MediPASS?

⁰⁰ ☐ 0 Worst health plan possible

⁰¹ ☐ 1

⁰² ☐ 2

⁰³ ☐ 3

⁰⁴ ☐ 4

⁰⁵ ☐ 5

⁰⁶ ☐ 6

⁰⁷ ☐ 7

⁰⁸ ☐ 8

⁰⁹ ☐ 9

¹⁰ ☐ 10 Best health plan possible

91. Would you recommend MediPASS to your family members or friends who have children if they had a choice of getting care for their child through MediPASS?

¹ ☐ Definitely yes

² ☐ Probably yes

³ ☐ Probably not

⁴ ☐ Definitely not

YOUR CHILD'S PRESCRIPTION MEDICINES

92. In the last 6 months, did you get or refill any prescription medicines for your child?

¹ ☐ Yes

² ☐ No → If No, Go to Question 95

93. In the last 6 months, how often was it easy to get prescription medicines for your child through MediPASS?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

94. Did anyone from MediPASS, your child's doctor's office, or clinic help you get your child's prescription medicines?

¹ ☐ Yes

² ☐ No

95. In the last 6 months, was there any time when your child needed prescription medication but could not get it for any reason?

¹ ☐ Yes

² ☐ No

YOUR CHILD'S HEALTH

96. In general, how would you rate your child's overall health?

¹ ☐ Excellent

² ☐ Very good

³ ☐ Good

⁴ ☐ Fair

⁵ ☐ Poor

97. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

¹ ☐ Yes

² ☐ No → If No, Go to Question 98

97a. Is this because of any medical, behavioral, or other health condition?

¹ ☐ Yes

² ☐ No → If No, Go to Question 98

97b. Is this a condition that has lasted or is expected to last for at least 12 months?

¹ ☐ Yes

² ☐ No

98. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

¹ ☐ Yes

² ☐ No → If No, Go to Question 99

98a. Is this because of any medical, behavioral, or other health condition?

¹ ☐ Yes

² ☐ No → If No, Go to Question 99

98b. Is this a condition that has lasted or is expected to last for at least 12 months?

¹ ☐ Yes

² ☐ No

99. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

¹ ☐ Yes

² ☐ No → If No, Go to Question 100

99a. Is this because of any medical, behavioral, or other health condition?

¹ ☐ Yes

² ☐ No → If No, Go to Question 100

99b. Is this a condition that has lasted or is expected to last for at least 12 months?

¹ ☐ Yes

² ☐ No

100. Does your child need or get special therapy, such as physical, occupational or speech therapy?

¹ ☐ Yes

² ☐ No → If No, Go to Question 101

100a. Is this because of any medical, behavioral, or other health condition?

¹ ☐ Yes

² ☐ No → If No, Go to Question 101

100b. Is this a condition that has lasted or is expected to last for at least 12 months?

¹ ☐ Yes

² ☐ No

101. Does your child have any kind of emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling?

¹ ☐ Yes

² ☐ No → If No, Go to Question 102

101a. Has this problem lasted or is it expected to last for at least 12 months?

¹ ☐ Yes

² ☐ No

102. Does your child now have any health conditions that have lasted or are expected to last for at least 3 months? *Please check all that apply.*

- ⁰¹ ☐ Asthma
- ⁰² ☐ Cancer, other than skin cancer
- ⁰³ ☐ Chronic allergies or sinus problems
- ⁰⁴ ☐ Chronic back, bone, neck or muscle problems
- ⁰⁵ ☐ Dental, tooth or mouth problems
- ⁰⁶ ☐ Developmental delays or mental retardation
- ⁰⁷ ☐ Diabetes
- ⁰⁸ ☐ Frequent bladder problems
- ⁰⁹ ☐ Frequent bowel problems
- ¹⁰ ☐ Frequent ear infections
- ¹¹ ☐ Skin problems
- ¹² ☐ Hearing impairment or deafness
- ¹³ ☐ A physical disability
- ¹⁴ ☐ Speech or language problems
- ¹⁵ ☐ Migraine headaches
- ¹⁶ ☐ Any other chronic physical health condition (write in) _____

103. Does your child now have any emotional, developmental or behavioral problems that have lasted or are expected to last for at least 3 months? *Please check all that apply.*

- ⁰¹ ☐ ADHD/ADD
- ⁰² ☐ Anxiety
- ⁰³ ☐ Attention problems
- ⁰⁴ ☐ Behavioral problems
- ⁰⁵ ☐ Depression
- ⁰⁶ ☐ Drug or alcohol related problems
- ⁰⁷ ☐ Emotional problems (other than depression or anxiety)
- ⁰⁸ ☐ Learning disability
- ⁰⁹ ☐ Any other chronic emotional or mental health condition (write in) _____

104. Does your child now have any problems with his or her eyes that has lasted at least 3 months? *Please check all that apply.*

- ⁰¹ ☐ Needs glasses or contacts
- ⁰² ☐ Other eye condition
- ⁰³ ☐ No

ABOUT YOU AND YOUR CHILD

105. What is your child's age?

- ⁰ ☐ Less than 1 year old
- _____ YEARS OLD (*Write in*)

106. Is your child male or female?

- ¹ ☐ Male
- ² ☐ Female

107. What is your child's race or ethnicity? *Please mark one or more.*

- ¹ ☐ White
- ² ☐ Black or African-American
- ³ ☐ Latino or Hispanic
- ⁴ ☐ Asian
- ⁵ ☐ Native Hawaiian or other Pacific Islander
- ⁶ ☐ American Indian or Alaska Native
- ⁷ ☐ Other

108. What language does your child mainly speak at home?

- ¹ ☐ English
- ² ☐ Spanish
- ³ ☐ Other (write in) _____

109. What is your age?

- ¹ ☐ Under 18
- ² ☐ 18 to 24
- ³ ☐ 25 to 34
- ⁴ ☐ 35 to 44
- ⁵ ☐ 45 to 54
- ⁶ ☐ 55 to 64
- ⁷ ☐ 65 to 74
- ⁸ ☐ 75 or older

110. Are you male or female?

- ¹ ☐ Male
- ² ☐ Female

Please turn page →

111. What is the highest grade or level of school you have completed?

- 1 ☐ 8th grade or less
- 2 ☐ Some high school, but did not graduate
- 3 ☐ High school graduate or GED
- 4 ☐ Some college or 2-year degree
- 5 ☐ 4-year college graduate
- 6 ☐ More than 4-year college degree

112. How are you related to the child?

- 1 ☐ Mother or father
- 2 ☐ Grandparent
- 3 ☐ Aunt or uncle
- 4 ☐ Older sibling
- 5 ☐ Other relative
- 6 ☐ Legal guardian

113. Did someone help you complete this survey?

- ¹ ☐ Yes
- ² ☐ No ➔ If No, Go to Comments

114. How did that person help you?

Check all that apply.

- 1 ☐ Read the questions to me
- 2 ☐ Wrote down the answers I gave
- 3 ☐ Answered the questions for me
- 4 ☐ Translated the questions into my language
- 5 ☐ Helped in some other way
(Write in) _____

Comments: Please tell us if there is anything else you like or dislike about MediPASS or your child's health care through MediPASS

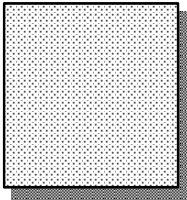
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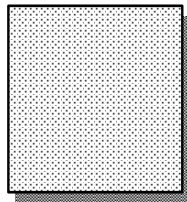
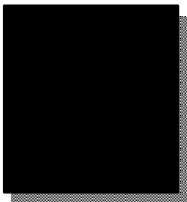
Please return the completed survey in the postage-paid envelope.



Survey of Iowa



Medicaid (SSI/SSDI)



Enrollees

This questionnaire asks you about your experiences with your child's health care through Medicaid Supplemental Security Income (SSI)/Supplemental Security Disability Income (SSDI). This information will give policymakers an idea of how well Medicaid SSI/SSDI is meeting your child's needs and how things can be improved.

Please fill out this questionnaire thinking about the following child's experiences while in Medicaid SSI/SSDI:

(If you wish, you can remove your child's name before you send back the questionnaire.)

This survey is being conducted by the Public Policy Center at the University of Iowa. If you have any questions or comments, please contact:

**Dr. Peter C. Damiano
Public Policy Center
209 South Quadrangle
University of Iowa
Iowa City, IA 52242-1192
1-800-710-8891**

When you have finished this questionnaire, please fold it and return it in the enclosed envelope (no stamp required). If there is a question that you are uncomfortable answering, feel free to skip to the next question.

Thank you for your help.

Spring 2009

Throughout this survey, we use **Medicaid SSI** to refer to the Medicaid Supplemental Security Income (SSI)/Supplemental Security Disability Income (SSDI) program.

1. Our records show that your child is in Medicaid SSI. Is that right?

¹ ☐ Yes

² ☐ No → If No, Please return survey in enclosed envelope.

2. How many months or years in a row has your child been in Medicaid SSI?

¹ ☐ Less than 6 months

² ☐ At least 6 months but less than 1 year

³ ☐ At least 1 year but less than 2 years

⁴ ☐ At least 2 years but less than 5 years

⁵ ☐ At least 5 years but less than 10 years

⁶ ☐ 10 years or more

3. Do you use Medicaid SSI for most or all of your child's health care?

¹ ☐ Yes

² ☐ No

| |
|---|
| <p>YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS</p> |
|---|

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

4. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

¹ ☐ Yes

² ☐ No → If No, Go to Question 7

5. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how often did your child get care as soon as you thought he or she needed?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

6. In the last 6 months, when your child needed care right away for an illness, injury, or condition, how long did he or she usually have to wait between trying to get care and actually seeing a provider?

⁰ ☐ Same day

¹ ☐ 1 day

² ☐ 2-3 days

³ ☐ 4-7 days

⁴ ☐ 8-14 days

⁵ ☐ 15 days or longer

7. In the last 6 months, not counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic?

¹ ☐ Yes

² ☐ No → If No, Go to Question 9

8. In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

9. In the last 6 months, how many times did your child go to an emergency room for care?

⁰ ☐ None
¹ ☐ 1
² ☐ 2
³ ☐ 3
⁴ ☐ 4
⁵ ☐ 5 to 9
⁶ ☐ 10 or more

10. In the last 6 months, not counting times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

⁰ ☐ None → If None, Go to Question 16
¹ ☐ 1
² ☐ 2
³ ☐ 3
⁴ ☐ 4
⁵ ☐ 5 to 9
⁶ ☐ 10 or more

11. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

12. Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or health care?

¹ ☐ Yes
² ☐ No → If No, Go to Question 15

13. In the last 6 months, did your child's doctor or other health provider talk with you about the pros and cons of each choice for your child's treatment or health care?

¹ ☐ Yes
² ☐ No

14. In the last 6 months, when there was more than one choice for your child's treatment or health care, did your child's doctor or other health provider ask you which choice was best for your child?

¹ ☐ Yes
² ☐ No

15. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all of your child's health care in the last 6 months?

⁰⁰ ☐ 0 Worst health care possible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 Best health care possible

16. In the last 6 months, was there any time when your child needed care, tests or treatment but could not get it for any reason?

¹ ☐ Yes
² ☐ No → If No, Go to Question 18

- 17. In the last 6 months, did any of the following stop you from getting care, tests or treatment for your child that you or a health professional thought your child needed?**

Check all that apply.

- ¹ ☐ Care needed was not covered by Medicaid SSI
- ² ☐ Trouble finding a doctor who accepts Medicaid SSI patients
- ³ ☐ Problem getting a referral
- ⁴ ☐ Trouble getting an appointment with a doctor/clinic for reason other than not accepting Medicaid SSI
- ⁵ ☐ Could not afford it
- ⁶ ☐ Had to travel too far or other transportation problems
- ⁷ ☐ Didn't know where to go at night or on the weekend for care
- ⁸ ☐ Could not get off work
- ⁹ ☐ Other reason (write in) _____

- 18. When was the last time your child went for a preventive health visit, such as a check-up, physical exam or vaccination shots?**

- ¹ ☐ Less than 6 months ago
- ² ☐ At least 6 months but less than 1 year ago
- ³ ☐ At least 1 year but less than 3 years ago
- ⁴ ☐ At least 3 years but less than 5 years ago
- ⁵ ☐ 5 years ago or more

- 19. In the last 6 months, was there any time when your child needed preventive care but could not get it for any reason?**

- ¹ ☐ Yes
- ² ☐ No

- 20. Is your child now enrolled in any kind of school or daycare?**

- ¹ ☐ Yes, School
- ² ☐ Yes, Daycare
- ³ ☐ No → If No, Go to Question 23

- 21. In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?**

- ¹ ☐ Yes
- ² ☐ No → If No, Go to Question 23

- 22. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?**

- ¹ ☐ Yes
- ² ☐ No

| |
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| Specialized Services |
|-----------------------------|

- 23. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?**

- ¹ ☐ Yes
- ² ☐ No → If No, Go to Question 26

- 24. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?**

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

25. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

¹ ☐ Yes

² ☐ No

26. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

¹ ☐ Yes

² ☐ No → If No, Go to Question 29

27. In the last 6 months, how often was it easy to get this therapy for your child?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

28. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

¹ ☐ Yes

² ☐ No

29. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

¹ ☐ Yes

² ☐ No → If No, Go to Question 31

30. In the last 6 months, did anyone from Medicaid SSI, doctor's office, or clinic help coordinate your child's care among these different providers or services?

¹ ☐ Yes

² ☐ No

YOUR CHILD'S PERSONAL DOCTOR

31. A personal doctor is the one your child would see if he or she needs a checkup or gets sick or hurt. Does your child have a personal doctor?

¹ ☐ Yes

² ☐ No → If No, Go to Question 53

32. How long has your child been going to his or her personal doctor?

¹ ☐ Less than 6 months

² ☐ At least 6 months but less than 1 year

³ ☐ At least 1 year but less than 3 years

⁴ ☐ At least 3 years but less than 5 years

⁵ ☐ 5 years or more

33. In the last 6 months, how many times did your child visit his or her personal doctor for care?

⁰ ☐ None → If None, Go to Question 46

¹ ☐ 1

² ☐ 2

³ ☐ 3

⁴ ☐ 4

⁵ ☐ 5 to 9

⁶ ☐ 10 or more

34. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

35. In the last 6 months, how often did your child's personal doctor listen carefully to you?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

36. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

37. Is your child able to talk with doctors about his or her health care?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 39

38. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

39. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

40. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

- ¹ ☐ Yes
² ☐ No

41. In the last 6 months, did you and your child's personal doctor talk about things you can do to keep your child from getting injured?

- ¹ ☐ Yes
² ☐ No

42. In the last 6 months, did your child's personal doctor give you any printed handouts or booklets with information about how to keep your child from getting injured?

- ¹ ☐ Yes
² ☐ No

43. In the last 6 months, did you and your child's personal doctor talk about how much or what kind of food your child eats?

- ¹ ☐ Yes
² ☐ No

44. In the last 6 months, did you and your child's personal doctor talk about how much or what kind of exercise your child gets?

- ¹ ☐ Yes
² ☐ No

45. In the last 6 months, did you and your child's personal doctor talk about whether there are any problems in your household that might affect your child?

- ¹ ☐ Yes
² ☐ No

46. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

- ⁰⁰ ☐ 0 Worst personal doctor possible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 Best personal doctor possible

47. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 50

48. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- ¹ ☐ Yes
² ☐ No

49. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- ¹ ☐ Yes
² ☐ No

50. Would you recommend your child's personal doctor to your family members and friends who have children?

- ¹ ☐ Definitely yes
² ☐ Probably yes
³ ☐ Probably not
³ ☐ Definitely not

51. In the last 6 months, how often were clerks and receptionists at your child's personal doctor's office as helpful as you thought they should be?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

52. In the last 6 months, how often did clerks and receptionists at your child's personal doctor's office treat you and your child with courtesy and respect?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

53. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments for your child to see a specialist?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 56

54. In the last 6 months, how often was it easy to get appointments for your child with specialists?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

55. In the last 6 months, was there any time when your child needed to see a specialist but could not see one for any reason?

- ¹ ☐ Yes
- ² ☐ No

56. How many specialists has your child seen in the last 6 months?

- ¹ ☐ None → If None, Go to Question 59
- ² ☐ 1 specialist
- ³ ☐ 2
- ⁴ ☐ 3
- ⁵ ☐ 4
- ⁶ ☐ 5 or more specialists

57. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate your child's specialist?

- ⁰⁰ ☐ 0 Worst specialist possible
- ⁰¹ ☐ 1
- ⁰² ☐ 2
- ⁰³ ☐ 3
- ⁰⁴ ☐ 4
- ⁰⁵ ☐ 5
- ⁰⁶ ☐ 6
- ⁰⁷ ☐ 7
- ⁰⁸ ☐ 8
- ⁰⁹ ☐ 9
- ¹⁰ ☐ 10 Best specialist possible

58. In the last 6 months, how many times did your child go to specialists for care?

- ¹ ☐ 1
- ² ☐ 2
- ³ ☐ 3
- ⁴ ☐ 4
- ⁵ ☐ 5 to 9
- ⁶ ☐ 10 or more

YOUR CHILD'S DENTAL CARE

59. How would you rate your child's overall dental health?

- ¹ ☐ Excellent
- ² ☐ Very good
- ³ ☐ Good
- ⁴ ☐ Fair
- ⁵ ☐ Poor

60. Is there one main place you usually take your child for dental care?

- ¹ ☐ Yes
- ² ☐ No

61. In the last 6 months, how often were you able to get the dental care you or a dentist or other health provider thought your child needed?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

62. When was your child's last dental checkup?

- ¹ ☐ Within the last year
- ² ☐ Between 1 and 2 years ago
- ³ ☐ More than 2 years ago
- ⁴ ☐ Never been to dentist

63 . In the last 6 months, was there any time when you or a health professional thought your child needed dental care?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 68

64 . What kinds of dental care did your child need in the last 6 months?
Please check all that apply.

- ¹ ☐ Checkup and cleaning
² ☐ Emergency dental care
³ ☐ Other treatment, such as fillings

65 . We want to know your rating of all your experiences with your child's dental care in the last 6 months. Using any number from 0 to 10 where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate your child's dental care?

- ⁰⁰ ☐ 0 Worst dental care possible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 Best dental care possible

66. In the last 6 months, was there any time when your child needed dental care but could not get it for any reason?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 68

67. The following is a list of possible reasons why people may not be able to get dental care for their children. In the last 6 months, did any of the following stop you from getting dental care or treatment that you or a dentist thought your child needed?
Please check all that apply.

- ¹ ☐ Care my child needed was not covered by Medicaid SSI
² ☐ Trouble finding a dentist who accepts Medicaid SSI
³ ☐ Trouble getting an appointment with a dentist for a reason other than not accepting Medicaid SSI
⁴ ☐ Could not afford it
⁵ ☐ Had to travel too far or other transportation problems
⁶ ☐ Didn't know where to go at night or on the weekend for care
⁷ ☐ Could not get off work
⁸ ☐ Other (write in) _____

| |
|--|
| YOUR CHILD'S MENTAL AND EMOTIONAL HEALTH CARE |
|--|

68. In general, how would you rate your child's overall mental and emotional health now?

- ¹ ☐ Excellent
² ☐ Very good
³ ☐ Good
⁴ ☐ Fair
⁵ ☐ Poor

69. In the last 6 months, did you or a health provider believe your child needed any treatment or counseling for an emotional, developmental, or behavioral problem?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 74

70. In the last 6 months, did your child get any treatment or counseling for an emotional, developmental, or behavioral problem?

¹ ☐ Yes

² ☐ No → If No, Go to Question 73

71. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

72. In the last 6 months, how much do you think your child was helped by the counseling or treatment he or she got?

¹ ☐ Not at all

² ☐ A little

³ ☐ Somewhat

⁴ ☐ A lot

73. In the last 6 months, was there any time when your child needed treatment or counseling for an emotional, developmental, or behavioral problem but could not get it for any reason?

¹ ☐ Yes

² ☐ No

YOUR CHILD'S MEDICAID SSI PLAN

The next questions ask about your experience with your child's Medicaid SSI health plan.

74. In the last 6 months, did you try to get any kind of care, tests, or treatment for your child through Medicaid SSI?

¹ ☐ Yes

² ☐ No → If No, Go to Question 78

75. In the last 6 months, how often was it easy to get the care, tests or treatment you thought your child needed through Medicaid SSI?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

76. In the last 6 months, did you have to get approval from Medicaid SSI for any care, tests, or treatment for your child?

¹ ☐ Yes

² ☐ No → If No, Go to Question 78

77. In the last 6 months, how often was it easy to get approval from Medicaid SSI for care, tests, or treatment for your child?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

78. Did you know that there is a Medicaid helpline (1-800-338-9154) that you can call to get information or help for your child?

¹ ☐ Yes

² ☐ No → If No, Go to Question 82

79. In the last 6 months, did you try to get information or help for your child from the Medicaid helpline (1-800-338-9154)?

¹ ☐ Yes

² ☐ No → If No, Go to Question 82

80. In the last 6 months, how often did the Medicaid helpline give you the information or help you needed?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

81. In the last 6 months, how often did the Medicaid helpline staff treat you with courtesy and respect?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

82. In the last 6 months, did you look for any information in written materials or on the Internet about how Medicaid SSI works?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 84

83. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how Medicaid SSI works?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

84. In the last 6 months, which source of information was the MOST helpful for you in learning about how Medicaid SSI works? Please check only one.

- ¹ ☐ Did not look for information
² ☐ DHS Medicaid websites
³ ☐ Other website
⁴ ☐ Written materials from Medicaid SSI
⁵ ☐ Phone calls to the Medicaid helpline
⁶ ☐ County DHS Medicaid office
⁷ ☐ DHS caseworker
⁸ ☐ Friends or family who use the same health plan
⁹ ☐ Other (write in) _____

85. In the last 6 months, did you try to find a personal doctor for your child who was part Medicaid SSI?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 88

86. In the last 6 months, how much of a problem did you have finding a personal doctor you liked for your child who was part of Medicaid SSI?

- ¹ ☐ Big problem
² ☐ Small problem
³ ☐ Not a problem → If Not, Go to Q. 88

87. In the last 6 months, what kinds of problems did you have in finding a doctor you liked for your child who was part of Medicaid SSI? Check all that apply.

- ¹ ☐ I didn't know which doctors were part of my child's plan
² ☐ The doctor I liked was not taking new Medicaid SSI patients
³ ☐ Other (write in) _____

88. In the last 6 months, did Medicaid SSI give you any forms to fill out?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 90

89. In the last 6 months, how often were the forms from Medicaid SSI easy to fill out?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

90. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate Medicaid SSI?

- ⁰⁰ ☐ 0 Worst health plan possible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 Best health plan possible

91. Would you recommend Medicaid SSI to your family members or friends who have children if they had a choice of getting care for their child through Medicaid SSI?

- ¹ ☐ Definitely yes
² ☐ Probably yes
³ ☐ Probably not
⁴ ☐ Definitely not

YOUR CHILD'S PRESCRIPTION MEDICINES

92. In the last 6 months, did you get or refill any prescription medicines for your child?

- ¹ ☐ Yes
² ☐ No → If No, Go to Question 95

93. In the last 6 months, how often was it easy to get prescription medicines for your child through Medicaid SSI?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

94. Did anyone from Medicaid SSI, your child's doctor's office, or clinic help you get your child's prescription medicines?

- ¹ ☐ Yes
² ☐ No

95. In the last 6 months, was there any time when your child needed prescription medication but could not get it for any reason?

- ¹ ☐ Yes
² ☐ No

YOUR CHILD'S HEALTH

96. In general, how would you rate your child's overall health?

- ¹ ☐ Excellent
² ☐ Very good
³ ☐ Good
⁴ ☐ Fair
⁵ ☐ Poor

97. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

¹ ☐ Yes

² ☐ No → If No, Go to Question 98

97a. Is this because of any medical, behavioral, or other health condition?

¹ ☐ Yes

² ☐ No → If No, Go to Question 98

97b. Is this a condition that has lasted or is expected to last for at least 12 months?

¹ ☐ Yes

² ☐ No

98. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

¹ ☐ Yes

² ☐ No → If No, Go to Question 99

98a. Is this because of any medical, behavioral, or other health condition?

¹ ☐ Yes

² ☐ No → If No, Go to Question 99

98b. Is this a condition that has lasted or is expected to last for at least 12 months?

¹ ☐ Yes

² ☐ No

99. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

¹ ☐ Yes

² ☐ No → If No, Go to Question 100

99a. Is this because of any medical, behavioral, or other health condition?

¹ ☐ Yes

² ☐ No → If No, Go to Question 100

99b. Is this a condition that has lasted or is expected to last for at least 12 months?

¹ ☐ Yes

² ☐ No

100. Does your child need or get special therapy, such as physical, occupational or speech therapy?

¹ ☐ Yes

² ☐ No → If No, Go to Question 101

100a. Is this because of any medical, behavioral, or other health condition?

¹ ☐ Yes

² ☐ No → If No, Go to Question 101

100b. Is this a condition that has lasted or is expected to last for at least 12 months?

¹ ☐ Yes

² ☐ No

101. Does your child have any kind of emotional, developmental or behavioral problem for which he or she needs or gets treatment or counseling?

¹ ☐ Yes

² ☐ No → If No, Go to Question 102

101a. Has this problem lasted or is it expected to last for at least 12 months?

¹ ☐ Yes

² ☐ No

102. Does your child now have any health conditions that have lasted or are expected to last for at least 3 months? *Please check all that apply.*

- ⁰¹ ☐ Asthma
- ⁰² ☐ Cancer, other than skin cancer
- ⁰³ ☐ Chronic allergies or sinus problems
- ⁰⁴ ☐ Chronic back, bone, neck or muscle problems
- ⁰⁵ ☐ Dental, tooth or mouth problems
- ⁰⁶ ☐ Developmental delays or mental retardation
- ⁰⁷ ☐ Diabetes
- ⁰⁸ ☐ Frequent bladder problems
- ⁰⁹ ☐ Frequent bowel problems
- ¹⁰ ☐ Frequent ear infections
- ¹¹ ☐ Skin problems
- ¹² ☐ Hearing impairment or deafness
- ¹³ ☐ A physical disability
- ¹⁴ ☐ Speech or language problems
- ¹⁵ ☐ Migraine headaches
- ¹⁶ ☐ Any other chronic physical health condition (write in) _____

103. Does your child now have any emotional, developmental or behavioral problems that have lasted or are expected to last for at least 3 months? *Please check all that apply.*

- ⁰¹ ☐ ADHD/ADD
- ⁰² ☐ Anxiety
- ⁰³ ☐ Attention problems
- ⁰⁴ ☐ Behavioral problems
- ⁰⁵ ☐ Depression
- ⁰⁶ ☐ Drug or alcohol related problems
- ⁰⁷ ☐ Emotional problems (other than depression or anxiety)
- ⁰⁸ ☐ Learning disability
- ⁰⁹ ☐ Any other chronic emotional or mental health condition (write in) _____

104. Does your child now have any problems with his or her eyes that has lasted at least 3 months?

Please check all that apply.

- ⁰¹ ☐ Needs glasses or contacts
- ⁰² ☐ Other eye condition
- ⁰³ ☐ No

ABOUT YOU AND YOUR CHILD

105. What is your child's age?

- ⁰ ☐ Less than 1 year old
- _____ YEARS OLD (*Write in*)

106. Is your child male or female?

- ¹ ☐ Male
- ² ☐ Female

107. What is your child's race or ethnicity?

Please mark one or more.

- ¹ ☐ White
- ² ☐ Black or African-American
- ³ ☐ Latino or Hispanic
- ⁴ ☐ Asian
- ⁵ ☐ Native Hawaiian or other Pacific Islander
- ⁶ ☐ American Indian or Alaska Native
- ⁷ ☐ Other

108. What language does your child mainly speak at home?

- ¹ ☐ English
- ² ☐ Spanish
- ³ ☐ Other (write in) _____

109. What is your age?

- ¹ ☐ Under 18
- ² ☐ 18 to 24
- ³ ☐ 25 to 34
- ⁴ ☐ 35 to 44
- ⁵ ☐ 45 to 54
- ⁶ ☐ 55 to 64
- ⁷ ☐ 65 to 74
- ⁸ ☐ 75 or older

110. Are you male or female?

- ¹ ☐ Male
- ² ☐ Female

Please turn page →

111. What is the highest grade or level of school you have completed?

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

112. How are you related to the child?

- 1 ☐ Mother or father
- 2 ☐ Grandparent
- 3 ☐ Aunt or uncle
- 4 ☐ Older sibling
- 5 ☐ Other relative
- 6 ☐ Legal guardian

113. Did someone help you complete this survey?

- 1 ☐ Yes
- 2 ☐ No ➔ If No, Go to **Comments**

114. How did that person help you?

Check all that apply.

- 1 ☐ Read the questions to me
- 2 ☐ Wrote down the answers I gave
- 3 ☐ Answered the questions for me
- 4 ☐ Translated the questions into my language
- 5 ☐ Helped in some other way
(Write in) _____

Comments: Please tell us if there is anything else you like or dislike about Medicaid SSI or your child's health care through Medicaid SSI

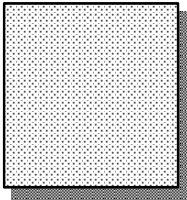
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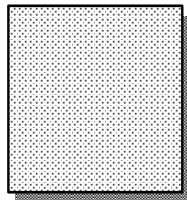
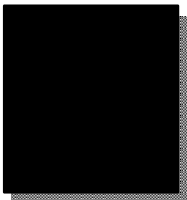
Please return the completed survey in the postage-paid envelope.



Survey of Iowa



MediPASS



Enrollees

This questionnaire asks you about your experiences with MediPASS. This information will give policymakers an idea of how well MediPASS is meeting your needs and how things can be improved.

**This survey is being conducted by
the Public Policy Center at the University of Iowa.
If you have any questions or comments, please contact:**

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When you have finished this questionnaire, please fold it and return it in the enclosed envelope (no stamp required). If there is a question that you are uncomfortable answering, feel free to skip to the next question.

Thank you for your help.

Spring 2009

1. Our records show that you are now in MediPASS. Is that right?
- ¹ ☐ Yes
- ² ☐ No → If No, Please return survey in enclosed envelope.

2. How many months or years in a row have you been in MediPASS?

- ¹ ☐ Less than 6 months
- ² ☐ At least 6 months but less than 1 year
- ³ ☐ At least 1 year but less than 2 years
- ⁴ ☐ At least 2 years but less than 5 years
- ⁵ ☐ At least 5 years but less than 10 years
- ⁶ ☐ 10 years or more

3. Do you use MediPASS for most or all of your health care?

- ¹ ☐ Yes
- ² ☐ No

| |
|---|
| <p>YOUR HEALTH CARE IN THE LAST 6 MONTHS</p> |
|---|

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

4. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

- ¹ ☐ Yes
- ² ☐ No → If No, Go to Question 7

5. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

6. In the last 6 months, when you needed care right away for an illness, injury or condition, how long did you usually have to wait between trying to get care and actually seeing a provider?

- ⁰ ☐ Same day
- ¹ ☐ 1 day
- ² ☐ 2-3 days
- ³ ☐ 4-7 days
- ⁴ ☐ 8-14 days
- ⁵ ☐ 15 days or longer

7. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?

- ¹ ☐ Yes
- ² ☐ No → If No, Go to Question 9

8. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

9. In the last 6 months, how many times did you go to an emergency room to get care for yourself?

- ⁰☐ None
- ¹☐ 1
- ²☐ 2
- ³☐ 3
- ⁴☐ 4
- ⁵☐ 5 to 9
- ⁶☐ 10 or more

10. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- ⁰☐ None →If None, Go to Question 12
- ¹☐ 1
- ²☐ 2
- ³☐ 3
- ⁴☐ 4
- ⁵☐ 5 to 9
- ⁶☐ 10 or more

11. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- ⁰⁰☐ 0 Worst health care possible
- ⁰¹☐ 1
- ⁰²☐ 2
- ⁰³☐ 3
- ⁰⁴☐ 4
- ⁰⁵☐ 5
- ⁰⁶☐ 6
- ⁰⁷☐ 7
- ⁰⁸☐ 8
- ⁰⁹☐ 9
- ¹⁰☐ 10 Best health care possible

12. In the last 6 months, was there any time when you needed care, tests or treatment but could not get it for any reason?

- ¹☐ Yes
- ²☐ No →If No, Go to Question 14

13. In the last 6 months, did any of the following stop you from getting care, tests or treatment that you or a health professional thought you needed? *Check all that apply.*

- ¹☐ Care I needed was not covered by MediPASS
- ²☐ Trouble finding a doctor who accepts MediPASS patients
- ³☐ Problem getting a referral
- ⁴☐ Trouble getting an appointment with a doctor/clinic for reason other than not accepting MediPASS
- ⁵☐ Could not afford it
- ⁶☐ Had to travel too far or other transportation problems
- ⁷☐ Didn't know where to go at night or on the weekend for care
- ⁸☐ Could not get off work
- ⁹☐ Other reason (write in) _____

14. When was the last time you went for a preventive health visit, such as a check-up, physical exam, mammogram or Pap smear test?

- ¹☐ Less than 6 months ago
- ²☐ At least 6 months but less than 1 year ago
- ³☐ At least 1 year but less than 3 years ago
- ⁴☐ At least 3 years but less than 5 years ago
- ⁵☐ 5 years ago or more

15. In the last 6 months, was there any time when you needed preventive care but could not get it for any reason?

¹ ☐ Yes

² ☐ No

YOUR PERSONAL DOCTOR

16. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

¹ ☐ Yes

² ☐ No → If No, Go to Question 36

17. How long have you been going to your personal doctor?

¹ ☐ Less than 6 months

² ☐ At least 6 months but less than 1 year

³ ☐ At least 1 year but less than 3 years

⁴ ☐ At least 3 years but less than 5 years

⁵ ☐ 5 years or more

18. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

⁰ ☐ None → If None, Go to Question 32

¹ ☐ 1

² ☐ 2

³ ☐ 3

⁴ ☐ 4

⁵ ☐ 5 to 9

⁶ ☐ 10 or more

19. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

20. In the last 6 months, how often did your personal doctor listen carefully to you?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

21. In the last 6 months, how often did your personal doctor show respect for what you had to say?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

22. In the last 6 months, how often did your personal doctor spend enough time with you?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

23. In the last 6 months, did you need your personal doctor's help in making changes to prevent illness?

¹ ☐ Yes

² ☐ No → If No, Go to Question 25

24. In the last 6 months, did your personal doctor give you the help you needed to make changes to prevent illness?

¹ ☐ Yes

² ☐ No

25. In the last 6 months, did you and your personal doctor talk about a healthy diet and healthy eating habits?

¹ ☐ Yes

² ☐ No

26. In the last 6 months, did you and your personal doctor talk about the exercise or physical activity you get?

¹ ☐ Yes

² ☐ No

27. In the last 6 months, did you and your personal doctor talk about things in your life that worry you or cause you stress?

¹ ☐ Yes

² ☐ No

28. In the last 6 months, did your personal doctor ever ask you whether there was a period of time when you felt sad, empty or depressed?

¹ ☐ Yes

² ☐ No

29. In the last 6 months, did you phone your personal doctor's office with a medical question during regular office hours?

¹ ☐ Yes

² ☐ No → If No, Go to Question 31

30. In the last 6 months, when you phoned your personal doctor's office during regular office hours, how often did you get an answer to your medical question that same day?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

31. Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see your personal doctor within 15 minutes of your appointment time?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

32. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

⁰⁰ ☐ 0 Worst personal doctor possible

⁰¹ ☐ 1

⁰² ☐ 2

⁰³ ☐ 3

⁰⁴ ☐ 4

⁰⁵ ☐ 5

⁰⁶ ☐ 6

⁰⁷ ☐ 7

⁰⁸ ☐ 8

⁰⁹ ☐ 9

¹⁰ ☐ 10 Best personal doctor possible

33. Would you recommend your personal doctor to your family and friends?

- ¹☐ Definitely yes
- ²☐ Probably yes
- ³☐ Probably not
- ⁴☐ Definitely not

34. In the last 6 months, how often were clerks and receptionists at your personal doctor's office as helpful as you thought they should be?

- ¹☐ Never
- ²☐ Sometimes
- ³☐ Usually
- ⁴☐ Always

35. In the last 6 months, how often did clerks and receptionists at your personal doctor's office treat you with courtesy and respect?

- ¹☐ Never
- ²☐ Sometimes
- ³☐ Usually
- ⁴☐ Always

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

36. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist?

- ¹☐ Yes
- ²☐ No → If No, Go to Question 39

37. In the last 6 months, how often was it easy to get appointments with specialists?

- ¹☐ Never
- ²☐ Sometimes
- ³☐ Usually
- ⁴☐ Always

38. In the last 6 months, was there any time when you needed to see a specialist but could not see one for any reason?

- ¹☐ Yes
- ²☐ No

39. How many specialists have you seen in the last 6 months?

- ¹☐ None → If No, Go to Question 42
- ²☐ 1 specialist
- ³☐ 2
- ⁴☐ 3
- ⁵☐ 4
- ⁶☐ 5 or more specialists

40. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- ⁰⁰☐ 0 Worst specialist possible
- ⁰¹☐ 1
- ⁰²☐ 2
- ⁰³☐ 3
- ⁰⁴☐ 4
- ⁰⁵☐ 5
- ⁰⁶☐ 6
- ⁰⁷☐ 7
- ⁰⁸☐ 8
- ⁰⁹☐ 9
- ¹⁰☐ 10 Best specialist possible

41. In the last 6 months, how many times did you go to specialists for care for yourself?

- ¹ ☐ 1
- ² ☐ 2
- ³ ☐ 3
- ⁴ ☐ 4
- ⁵ ☐ 5 to 9
- ⁶ ☐ 10 or more

| |
|-------------------------|
| YOUR DENTAL CARE |
|-------------------------|

42. How would you rate your overall dental health?

- ¹ ☐ Excellent
- ² ☐ Very good
- ³ ☐ Good
- ⁴ ☐ Fair
- ⁵ ☐ Poor

43. Is there one main place you usually go for your dental care?

- ¹ ☐ Yes
- ² ☐ No

44. In the last 6 months, how often were you able to get the dental care you or a dentist or other health provider thought you needed?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

45. When was your last dental checkup?

- ¹ ☐ Within the last year
- ² ☐ Between 1 and 2 years ago
- ³ ☐ More than 2 years ago
- ⁴ ☐ Never been to dentist

46. Would you describe yourself as someone who...

- ¹ ☐ Visits the dentist regularly (at least once a year)
- ² ☐ Visits the dentist occasionally
- ³ ☐ Visits the dentist rarely
- ⁴ ☐ Visits the dentist only when you have a problem

47. In the last 6 months, was there any time when you or a health professional thought you needed dental care?

- ¹ ☐ Yes
- ² ☐ No → If No, Go to Question 52

48. What kinds of dental care did you need in the last 6 months?

Please check all that apply.

- ¹ ☐ Checkup and cleaning
- ² ☐ Emergency dental care
- ³ ☐ Other treatment, such as fillings

49. We want to know your rating of all your experiences with your dental care in the last 6 months. Using any number from 0 to 10 where 0 is the worst dental care possible and 10 is the best dental care possible, what number would you use to rate your dental care?

- ⁰⁰ ☐ 0 Worst dental care possible
- ⁰¹ ☐ 1
- ⁰² ☐ 2
- ⁰³ ☐ 3
- ⁰⁴ ☐ 4
- ⁰⁵ ☐ 5
- ⁰⁶ ☐ 6
- ⁰⁷ ☐ 7
- ⁰⁸ ☐ 8
- ⁰⁹ ☐ 9
- ¹⁰ ☐ 10 Best dental care possible

50. In the last 6 months, was there any time when you needed dental care but could not get it for any reason?

- ¹ ☐ Yes
- ² ☐ No → If No, Go to Question 52

51. The following is a list of possible reasons why people may not be able to get dental care. In the last 6 months, did any of the following stop you from getting dental care or treatment that you or a dentist thought you needed? Check all that apply.

- ¹ ☐ Care I needed was not covered by MediPASS
- ² ☐ Trouble finding a dentist who accepts MediPASS
- ³ ☐ Trouble getting an appointment with a dentist for a reason other than not accepting MediPASS
- ⁴ ☐ Could not afford it
- ⁵ ☐ Had to travel too far or other transportation problems
- ⁶ ☐ Didn't know where to go at night or on the weekend for care
- ⁷ ☐ Could not get off work
- ⁸ ☐ Other (write in) _____

**MENTAL AND EMOTIONAL
HEALTH CARE**

52. In general, how would you rate your overall mental and emotional health now?

- ¹☐ Excellent
- ²☐ Very good
- ³☐ Good
- ⁴☐ Fair
- ⁵☐ Poor

53. In the last 6 months, did you or a health provider believe you needed any treatment or counseling for a personal or family problem?

- ¹☐ Yes
- ²☐ No → If No, Go to Question 59

54. In the last 6 months, did you get any treatment or counseling for a personal or family problem?

- ¹☐ Yes
- ²☐ No → If No, Go to Question 58

55. In the last 12 months, how often was it easy to get the treatment or counseling you needed through MediPASS?

- ¹☐ Never
- ²☐ Sometimes
- ³☐ Usually
- ⁴☐ Always

56. In the last 6 months, how much were you helped by the counseling or treatment you got?

- ¹☐ Not at all
- ²☐ A little
- ³☐ Somewhat
- ⁴☐ A lot

57. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 12 months?

- ⁰⁰☐ 0 Worst treatment or counseling possible
- ⁰¹☐ 1
- ⁰²☐ 2
- ⁰³☐ 3
- ⁰⁴☐ 4
- ⁰⁵☐ 5
- ⁰⁶☐ 6
- ⁰⁷☐ 7
- ⁰⁸☐ 8
- ⁰⁹☐ 9
- ¹⁰☐ 10 Best treatment or counseling possible

58. In the last 6 months, was there any time when you needed treatment or counseling for a personal or family problem but could not get it for any reason?

- ¹☐ Yes
- ²☐ No

YOUR MEDIPASS HEALTH PLAN

The next questions ask about your experience with MediPASS.

59. In the last 6 months, did you try to get any kind of care, tests, or treatment through MediPASS?

¹ ☐ Yes

² ☐ No → If No, Go to Question 63

60. In the last 6 months, how often was it easy to get the care, tests or treatment you thought you needed through MediPASS?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

61. In the last 6 months, did you have to get approval from MediPASS for any care, tests, or treatment?

¹ ☐ Yes

² ☐ No → If No, Go to Question 63

62. In the last 6 months, how often was it easy to get approval from MediPASS for care, tests, or treatment?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

63. Did you know that there is a Medicaid helpline (1-800-338-9154) that you can call to get information or help?

¹ ☐ Yes

² ☐ No → If No, Go to Question 67

64. In the last 6 months, did you try to get information or help from the Medicaid helpline (1-800-338-9154)?

¹ ☐ Yes

² ☐ No → If No, Go to Question 67

65. In the last 6 months, how often did the Medicaid helpline give you the information or help you needed?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

66. In the last 6 months, how often did the Medicaid helpline staff treat you with courtesy and respect?

¹ ☐ Never

² ☐ Sometimes

³ ☐ Usually

⁴ ☐ Always

67. In the last 6 months, did you look for any information in written materials or on the Internet about how MediPASS works?

¹ ☐ Yes

² ☐ No → If No, Go to Question 69

68. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how MediPASS works?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

69. In the last 6 months, which source of information was the MOST helpful for you in learning about how MediPASS works?

Please check only one.

- ¹ ☐ Did not look for information
- ² ☐ DHS MediPASS websites
- ³ ☐ Other website
- ⁴ ☐ Written materials from MediPASS
- ⁵ ☐ Phone calls to the Medicaid helpline
- ⁶ ☐ County DHS Medicaid office
- ⁷ ☐ DHS caseworker
- ⁸ ☐ Friends or family who use MediPASS
- ⁹ ☐ Other (write in) _____

70. In the last 6 months, did you try to find a personal doctor who was part of MediPASS?

- ¹ ☐ Yes
- ² ☐ No → If No, Go to Question 73

71. In the last 6 months, how much of a problem was it to find a personal doctor you liked who was part of MediPASS?

- ¹ ☐ Big problem
- ² ☐ Small problem
- ³ ☐ Not a problem → Go to Q. 73

72. In the last 6 months, what kinds of problems did you have in finding a doctor you like who was part of MediPASS? *Check all that apply.*

- ¹ ☐ I didn't know which doctors were part of MediPASS
- ² ☐ The doctor I liked was not taking new MediPASS patients
- ³ ☐ Other (write in) _____

73. In the last 6 months, did MediPASS give you any forms to fill out?

- ¹ ☐ Yes
- ² ☐ No → If No, Go to Question 75

74. In the last 6 months, how often were the forms from MediPASS easy to fill out?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

75. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate MediPASS?

- ⁰⁰ ☐ 0 Worst health plan possible
- ⁰¹ ☐ 1
- ⁰² ☐ 2
- ⁰³ ☐ 3
- ⁰⁴ ☐ 4
- ⁰⁵ ☐ 5
- ⁰⁶ ☐ 6
- ⁰⁷ ☐ 7
- ⁰⁸ ☐ 8
- ⁰⁹ ☐ 9
- ¹⁰ ☐ 10 Best health plan possible

76. Would you recommend MediPASS to your family members or friends if they had a choice of getting care through MediPASS?

- ¹ ☐ Definitely yes
- ² ☐ Probably yes
- ³ ☐ Probably not
- ⁴ ☐ Definitely not

PRESCRIPTION MEDICINES

77. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- ¹ ☐ Yes
- ² ☐ No → If No, Go to Question 79

78. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- ¹ ☐ Yes
- ² ☐ No

79. In the last 6 months, was there any time when you needed prescription medication but could not get it for any reason?

- ¹ ☐ Yes
- ² ☐ No

80. In the last 6 months, how often was it easy to get prescription medicines through MediPASS?

- ¹ ☐ Never
- ² ☐ Sometimes
- ³ ☐ Usually
- ⁴ ☐ Always

ABOUT YOU

81. In general, how would you rate your overall health?

- ¹ ☐ Excellent
- ² ☐ Very good
- ³ ☐ Good
- ⁴ ☐ Fair
- ⁵ ☐ Poor

82. Do you have a physical or medical condition that seriously interferes with your ability to work, attend school, or manage your day-to-day activities?

- ¹ ☐ Yes
- ² ☐ No

83. Because of any impairment or health problem, do you need the help of other persons with your personal care needs, such as eating, dressing, or getting around the house?

- ¹ ☐ Yes
- ² ☐ No

84. Because of any impairment or health problem, do you need help with your routine needs, such as everyday household chores, doing necessary business, shopping, or getting around for other purposes?

- ¹ ☐ Yes
- ² ☐ No

85. Do you have a physical or medical condition that seriously interferes with your independence, participation in the community, or quality of life?

- ¹ ☐ Yes
- ² ☐ No

86. In the last 12 months, have you been a patient in a hospital overnight or longer?

¹ ☐ Yes

² ☐ No

87. In the past 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

¹ ☐ Yes

² ☐ No → If No, Go to Question 89

88. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy.

¹ ☐ Yes

² ☐ No

89. Do you now have any physical health conditions that have lasted or are expected to last for at least 3 months? Check all that apply.

⁰¹ ☐ Allergies or sinus problems

⁰² ☐ Arthritis, rheumatism, bone or joint problems

⁰³ ☐ Asthma

⁰⁴ ☐ Back or neck problems

⁰⁵ ☐ Bladder problems

⁰⁶ ☐ Bowel problems

⁰⁷ ☐ Bronchitis, emphysema, COPD or other lung problems

⁰⁸ ☐ Cancer, other than skin cancer

⁰⁹ ☐ Chronic fatigue syndrome or fibromyalgia

¹⁰ ☐ Dental, tooth or mouth problems

¹¹ ☐ Diabetes

¹² ☐ Migraine headaches

¹³ ☐ Recurrent indigestion or heartburn

¹⁴ ☐ Stomach ulcers

¹⁵ ☐ Gynecologic problems

¹⁶ ☐ Hearing, speech or language problems

¹⁷ ☐ Heart problems

¹⁸ ☐ High blood pressure

¹⁹ ☐ A physical disability

²⁰ ☐ Any other chronic condition
(Write in) _____

90. Do you now have any emotional or mental health conditions that have lasted or are expected to last for at least 3 months? Check all that apply.

⁰¹ ☐ Anxiety

⁰² ☐ Depression

⁰³ ☐ Emotional problems other than depression or anxiety

⁰⁴ ☐ Drug or alcohol related problems

⁰⁵ ☐ Attention problems

⁰⁶ ☐ A learning disability

⁰⁷ ☐ Any other chronic emotional or mental health condition (Write in) _____

91. Do you now have any problems with your eyes that have lasted at least 3 months? Please check all that apply.

⁰¹ ☐ Need glasses or contact lenses

⁰² ☐ Other eye condition

92. What is your age?

¹ ☐ 18 to 24

² ☐ 25 to 34

³ ☐ 35 to 44

⁴ ☐ 45 to 54

⁵ ☐ 55 to 64

⁶ ☐ 65 to 74

⁷ ☐ 75 or older

93. Are you male or female?

¹ ☐ Male → If Male, Go to Question 96

² ☐ Female

94. Have you been pregnant or given birth in the last 6 months?

¹ ☐ Yes

² ☐ No → If No, Go to Question 96

95. Are you currently pregnant?

- 1 ☐ Yes
- 2 ☐ No

96. What is the highest grade or level of school that you have completed?

- 1 ☐ 8th grade or less
- 2 ☐ Some high school, but did not graduate
- 3 ☐ High school graduate or GED
- 4 ☐ Some college or 2-year degree
- 5 ☐ 4-year college graduate
- 6 ☐ More than 4-year college degree

97. What is your race or ethnicity?

Please mark one or more.

- 1 ☐ White
2 ☐ Black or African-American
3 ☐ Latino or Hispanic
4 ☐ Asian

- 5 ☐ Native Hawaiian or
other Pacific Islander
- 6 ☐ American Indian or Alaska Native
- 7 ☐ Other

98. Did someone help you complete this survey?

- ¹ ☐ Yes
- ² ☐ No ➔ **If No, Go to Comments**

99. How did that person help you?

Check all that apply.

- 1 ☐ Read the questions to me
- 2 ☐ Wrote down the answers I gave
- 3 ☐ Answered the questions for me
- 4 ☐ Translated the questions into my language
- 5 ☐ Helped in some other way
(write in) _____

Comments: Please tell us if there is anything else you like or dislike about MediPASS. Feel free to use an additional sheet of paper if you would like to.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Please return the completed survey in the postage-paid envelope.